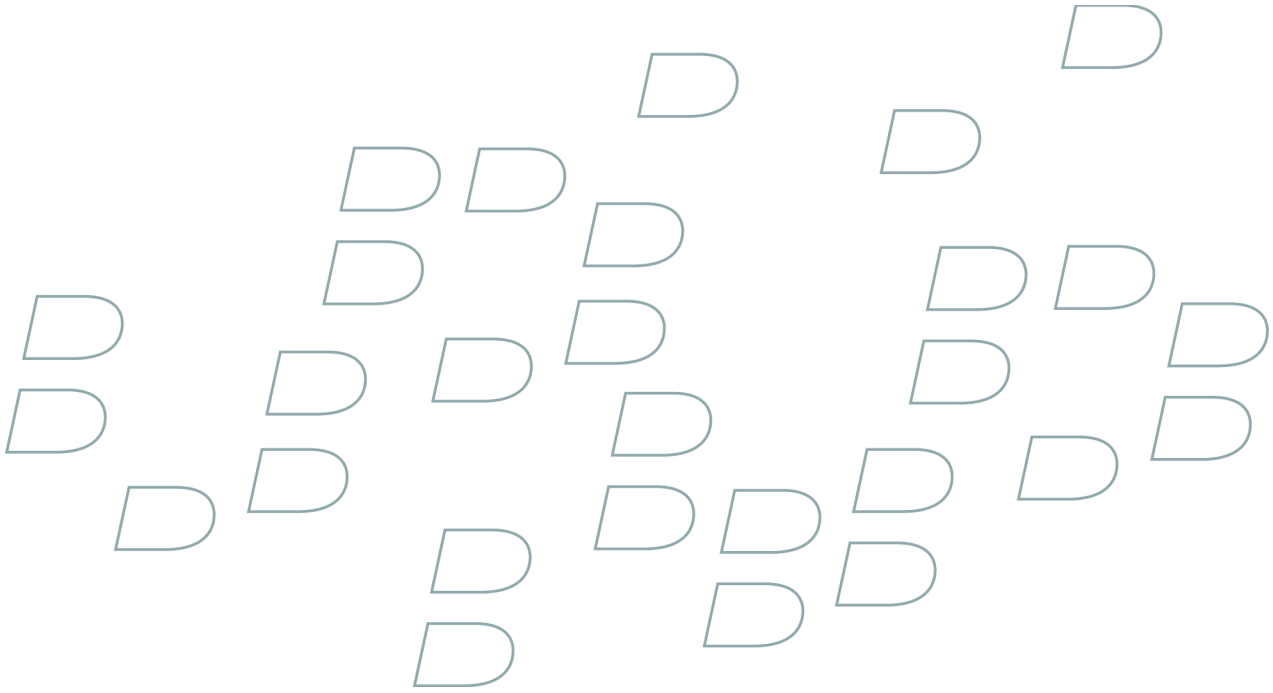

# User Guide

## BlackBerry 8700 Series

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# BlackBerry basics

## Switch applications

1. In any application, click the trackwheel.
2. Click **Switch Application**.
3. Perform one of the following actions:
    - If the application that you want to switch to appears, highlight an application and press the **Enter** key.
    - If the application that you want to switch to does not appear, highlight **Home Screen** and press the **Enter** key.

## Assign an application to a Convenience key

Your BlackBerry® device has one Convenience key on the front of the device and one on the left side. Depending on your theme, you might not be able to change the application that is assigned to a Convenience key.

1. In the device options, click **Screen/Keyboard**.
2. Set the **Convenience Key Opens** fields.
3. Click the trackwheel.
4. Click **Save**.

## Set owner information

1. In the device options, click **Owner**.
2. Type your contact information.
3. Click the trackwheel.
4. Click **Save**.

## About links

Links appear on your BlackBerry® device as underlined text. You can have links to various items such as phone numbers, web sites, and email addresses and can use these links to make calls, visit web sites, or start composing messages quickly.

## Create a link for a PIN

When typing text, type **pin:** and the PIN.

## Expand a folder

1. Click a folder with a plus sign (+) beside it.
2. Click **Expand**.

## Collapse a folder

1. Click a folder with a minus sign (-) beside it.
2. Click **Collapse**.

## BlackBerry basics shortcuts

- To move the cursor, roll the trackwheel.
- To move the cursor in a different direction, hold the **Alt** key and roll the trackwheel.
- To exit a screen or move back a page in the browser, press the **Escape** key.
- To move to a list item or menu item, type the first letter of the item.
- To select or clear a check box, press the **Space** key.
- To view available values in a field, press the **Alt** key.
- To switch applications, hold the **Alt** key and press the **Escape** key. Continue to hold the **Alt** key and highlight an application. Release the **Alt** key.
- To return to the Home screen, press the **End** key.
- To switch between the active notification profile and the Vibrate notification profile, hold the **Mute** key.
- To turn on a theme or notification profile, highlight a theme or notification profile. Press the **Space** key.
- To delete a highlighted item, press the **Backspace/Delete** key.

## No application opens when I press a Convenience key

Verify that you have not deleted the application that you assigned to the key.

Assign a different application to the key.

# Shortcuts

## BlackBerry basics shortcuts

- To move the cursor, roll the trackwheel.
- To move the cursor in a different direction, hold the **Alt** key and roll the trackwheel.
- To exit a screen or move back a page in the browser, press the **Escape** key.
- To move to a list item or menu item, type the first letter of the item.
- To select or clear a check box, press the **Space** key.
- To view available values in a field, press the **Alt** key.
- To switch applications, hold the **Alt** key and press the **Escape** key. Continue to hold the **Alt** key and highlight an application. Release the **Alt** key.
- To return to the Home screen, press the **End** key.
- To switch between the active notification profile and the Vibrate notification profile, hold the **Mute** key.
- To turn on a theme or notification profile, highlight a theme or notification profile. Press the **Space** key.
- To delete a highlighted item, press the **Backspace/Delete** key.

## Phone shortcuts

- To answer a call, press the **Send** key.
- To insert a plus sign (+) when typing a phone number, hold **0**.
- To add an extension to a phone number, press the **Alt** key and the **X** key. Type the extension number.
- To assign a speed dial number to a key, on the Home screen or in the phone, hold the key.
- To turn on the speakerphone during a call, press the **Speakerphone** key.
- To turn off the speakerphone during a call, press the **Speakerphone** key.
- To check your voice mail, hold **1**.
- To type a letter in a phone number field, press the **Alt** key and the letter key.
- To move to the top of the Phone screen, press the **Space** key.
- To view the last phone number that you typed, press the **Space** key and the **Enter** key. Press the **Send** key to dial the number.
- To view your contact list in the phone, hold the **Send** key.

## Message shortcuts

**In a message**

- To reply to a message, press **R**.
- To reply to all, press **L**.

- To forward a message, press **F**.
- To file a highlighted email message, press **I**.
- To view the email address of a contact, in a message, highlight the contact. Press **Q**. To view the display name again, press **Q**.

**In a message list**

- To open a highlighted message, press the **Enter** key.
- To compose a message from a message list, press **C**.
- To mark a message as opened or unopened, press the **Alt** key and **U**.
- To view received messages, press the **Alt** key and **I**.
- To view sent messages, press the **Alt** key and **O**.
- To view voice mail messages, press the **Alt** key and **V**.
- To view SMS text messages, press the **Alt** key and **S**.
- To view call logs, press the **Alt** key and **P**.
- To view all your messages again, press the **Escape** key.

**Move around a message list**

- To move up a screen, press the **Shift** key and the **Space** key.
- To move down a screen, press the **Space** key.
- To move to the top of a message list, press **T**.
- To move to the bottom of a message list, press **B**.
- To move to the next date, press **N**.
- To move to the previous date, press **P**.
- To move to the next unopened item, press **U**.
- To move to the next related message, press **J**.
- To move to the previous related message, press **K**.

## Typing shortcuts

- To insert a period, press the **Space** key twice. The next letter is capitalized.
- To capitalize a letter, hold the letter key until the capitalized letter appears.
- To type the alternate character on a key, press the **Alt** key and the character key.
- To type an accented or special character, hold the letter key and roll the trackwheel. For example, to type ü, hold **U** and roll the trackwheel up until ü appears. Release the letter key when the accented or special character appears.
- To type a number in a number field, press a number key. You do not need to press the Alt key.
- To type a number in a password field, hold the **Alt** key and press the number key.
- To turn on NUM lock, press the **Alt** key and the **Left Shift** key.
- To turn on CAP lock, press the **Alt** key and the **Right Shift** key.
- To turn off NUM lock or CAP lock, press the **Shift** key.

- To switch typing input languages, on the Language screen, verify that the **Use Input Language Shortcut** field is set to **Yes**. Hold the **Alt** key and press the **Enter** key. Continue to hold the **Alt** key and highlight a language. Release the **Alt** key.

**Insert symbols**

- To insert an at sign (@) or a period (.) in an email address field, press the **Space** key.
- To type a symbol, press the **Symbol** key. Type the letter that appears below the symbol.
- To type the currency symbol assigned to the **Currency** key, press the **Currency** key.

**Work with text**

- To highlight a line of text, press the **Shift** key and roll the trackwheel.
- To highlight text character by character, hold the **Shift** key and roll the trackwheel.
- To cancel a text selection, press the **Escape** key.
- To cut highlighted text when typing, press the **Shift** key and the **Backspace/Delete** key.
- To copy highlighted text when typing, press the **Alt** key and click the trackwheel.
- To paste highlighted text when typing, press the **Shift** key and click the trackwheel.

## Search shortcuts

- To search for a contact in a list of contacts, type the contact name or initials separated by a space.
- To search for text in a message or memo, press **S**.
- To search for text in an attachment or web page, press **F**.
- To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view. Press **F**.

## Attachment shortcuts

- To search for text in an attachment, press **F**.
- To move to the last cursor position after closing and reopening an attachment, press **G**.

**In a spreadsheet**

- To move to a specific cell, press **G**.
- To view the content of a cell, press the **Space** key.
- To switch worksheets, press **V**. Highlight a worksheet. Press the **Enter** key.
- To view hidden columns or rows, press **H**.
- To hide the columns or rows again, press **H**.

**In a presentation**

- To switch presentation views, press **M**.
- To move to the next slide, press **N**.
- To move to the previous slide, press **P**.

- To move to the last cursor position after closing and reopening a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view. Press **G**.

## Browser shortcuts

- To insert a period (.) in the Go To dialog box, press the **Space** key.
- To insert a slash mark (/) in the Go To dialog box, press the **Shift** key and the **Space** key.
- To open the browser options, in the browser, press **O**.
- To stop loading a web page, press the **Escape** key.
- To hide the browser, press **D**.
- To close the browser, hold the **Escape** key.

**On a web page**

- To move to a specific web page, press **G**.
- To return to the home page, press **H**.
- To open the bookmark list, press **K**.
- To add a bookmark, press **A**.
- To view a list of web pages that you have visited recently, press **I**.
- To refresh a web page, press **R**.
- To view the address for a link, highlight a link. Press **L**.
- To view the address for a web page, press **P**.
- To save a web page to a message list, press **S**.
- To follow a highlighted link, press the **Enter** key.
- To hide the banner, press **U**.
- To view the banner again, press **U**.
- To view a thumbnail version of a web page, press **X**. To return to the normal view, press any key.

**Navigate a web page**

- To move up a screen, press the **Shift** key and the **Space** key.
- To move down a screen, press the **Space** key.
- To move to the top of a web page, press **T**.
- To move to the bottom of a web page, press **B**.

## Media shortcuts

- To rotate a picture, press **R**.
- To zoom in to a picture, press **I**.
- To zoom out from a picture, press **O**.
- To zoom to the original picture size, press **W**.

## Maps shortcuts

- To zoom in to a map, press **I**.
- To zoom out from a map, press **O**.
- To view status information at the top of a map, press **U**.
- To hide status information at the top of a map, press **U**.
- To switch views, press the **Space** key.

## Calendar shortcuts

For shortcuts to work in Day view, in the calendar options, set the **Enable Quick Entry** field to **No**.

- To schedule an appointment, press **C**.
- To change to Agenda view, press **A**.
- To change to Day view, press **D**.
- To change to Week view, press **W**.
- To change to Month view, press **M**.
- To move to the next day, week, or month, press the **Space** key.
- To move to the previous day, week, or month, press the **Shift** key and the **Space** key.
- To move the cursor horizontally in Week view, hold the **Alt** key and roll the trackwheel.
- To move the cursor vertically in Month view, hold the **Alt** key and roll the trackwheel.
- To move to the current date, press **T**.
- To move to a specific date, press **G**.

# Phone

## Phone basics

### Find your phone number

Open the phone.

The My Number field displays your phone number.

### Make a call

1. On the Home screen or in the phone, perform one of the following actions:
    - Type a phone number.
    - Type part of a contact name. Highlight a contact or phone number.
2. Press the key.

To end the call, press the key.

### Answer a call

- To answer a call, click **Answer**.
- To end a current call and answer the incoming call, click **Answer** - **Drop Current**.
- To place a current call on hold and answer the incoming call, click **Answer** - **Hold Current**.
- To leave a conference call and answer the incoming call, click **Answer** - **Drop All**.

To end the call, press the **End** key.

### Ignore a call

Click **Ignore**.

### Mute a call

During a call, press the **Mute** key.

To turn mute off, press the **Mute** key again.

### Place a call on hold

1. During a call, click the trackwheel.
2. Click **Hold**.

To resume a call, click the trackwheel. Click **Resume**.

## Turn on the speakerphone

During a call, press the **Speakerphone** key.

To turn off the speakerphone, press the **Speakerphone** key again.

Do not hold the BlackBerry® device near your ear while you use the speakerphone. Hearing damage can occur. For more information, see the safety and product information booklet for your device.

## Dial using numbers or letters

When you type a letter in a phone number, your BlackBerry® device dials the number that is associated with the letter on a conventional phone keypad.

- To type a number, press a number key.
- To type a letter, hold the **Alt** key. Press the letter key.

## Switch applications during a call

1. During a call, click the trackwheel.
2. Click **Home Screen**.

**Note:** If you switch to a different application and you want to end the call, press the **End** key.

## Switch calls

1. During a call, if you receive another call, click **Answer** - **Hold Current**.
2. Click **Swap**.

## Make a call when the device is locked

Verify that dialing from the Lock screen is turned on.

1. On the Lock screen, roll the trackwheel.
2. Click **Place Call**.
3. Perform one of the following actions:
    - Type a phone number.
    - Type part of a contact name. Click a contact or phone number.
4. Press the **Send** key.

To end the call, press the **End** key.

## Use a headset

You can purchase an optional headset to use with your BlackBerry® device.

- To answer a call, press the headset button.

- To turn on mute during a call, press the headset button. To turn off mute, press the headset button again.
- To end a call, hold the headset button.

For more information about using the headset, see the documentation that came with your headset.

# Emergency calls

## About emergency calls

Your BlackBerry® device is designed to make emergency calls even when it is locked or the SIM card is not inserted. If your device radio is turned off when you initiate an emergency call, your device is designed to turn on the radio and connect to the wireless network automatically. If you are outside of a wireless coverage area and the SOS wireless coverage indicator appears, you can only call emergency numbers.

You can only make emergency calls by typing official emergency access numbers (for example, 911 in North America or 112 in countries that are part of the European Union).

## Make an emergency call

- If your keyboard or BlackBerry® device is unlocked, in the phone, type the emergency number. Press the **Send** key.
- If your keyboard or device is locked, press the **Enter** key. Click **Emergency Call**. Click **Yes**.

# Volume

## Adjust the volume

- To increase the volume, roll the trackwheel up.
- To decrease the volume, roll the trackwheel down.

## Set the default volume for calls

1. In the phone, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Default Call Volume** field.
5. Click the trackwheel.
6. Click **Save**.

# Voice mail

## Check your voice mail

Verify that you have a voice mail access number.
Depending on your theme, you might be able to check your voice mail from the Home screen.

1. In the phone, click the trackwheel.
2. Click **Call Voice Mail**.

## Set a voice mail access number

If your SIM card is set up for voice mail, the voice mail access number might already be available. Contact your wireless service provider for more information about voice mail for your SIM card.

1. In the phone, click the trackwheel.
2. Click **Options**.
3. Click **Voice Mail**.
4. Type a voice mail access number and a password.
5. Click the trackwheel.
6. Click **Save**.

**Note:** If your SIM card is not set up for voice mail, you can type the access number for a different voice mail system.

# Speed dial

## Make a call using speed dial

You can make a call using speed dial in the phone, on the Home screen, in a message list, or in an open message.

Hold the key that you have assigned to the contact or phone number.

## Assign a speed dial number to a key

1. In the phone, click the trackwheel.
2. Click **View Speed Dial List**.
3. Click an unassigned key.
4. Click **New Speed Dial**.
5. Click a contact.
6. Click **Add Speed Dial To <contact name>**.

### Change a speed dial number

1. In the phone, click the trackwheel.
2. Click **View Speed Dial List**.
3. Click a contact or phone number.
4. Perform one of the following actions:
    - To change the contact that is assigned to a speed dial key, click **Edit**. Click a new contact. Click **Add Speed Dial To <contact name>**.
    - To assign the contact to a different speed dial key, click **Move**. Roll the trackwheel to move the contact to the new speed dial key. Click the trackwheel.
    - To delete the contact from the speed dial list, click **Delete**.

## Conference calls

### Make a conference call

1. During a call, press the **Send** key.
2. Type a phone number or highlight a contact.
3. Press the **Send** key.
4. During the second call, click the trackwheel.
5. Click **Join**.

**Note:** When you add more than two numbers to a conference call, place the conference call on hold before you call the next phone number or contact.

### Create a phone number link for a conference call

1. Type a phone number for the conference call bridge.
2. Perform one of the following actions:
    - Type **X** and the access code.
    - Insert a pause or wait and type the access code.

**Note:** If you add a pause or wait when creating a phone number link for a conference call in a message, an appointment, or a meeting, type **Tel:** before the phone number for the conference call bridge. Do not type a space between Tel: and the phone number.

### Speak privately with a contact during a conference call

1. During a conference call, click the trackwheel.
2. Click **Split Call**.

### Disconnect a contact from a conference call

1. During a conference call, click the trackwheel.
2. Click **Drop Call**.
3. Click a contact.

### Leave a conference call

1. During a conference call, click the trackwheel.
2. Click **Transfer**.

## Caller ID

### Add a caller ID picture for a contact

1. In the address book, highlight a contact.
2. Click the trackwheel.
3. Click **Add Picture**.
4. Highlight a picture.
5. Click the trackwheel.
6. Click **Select**.
7. Center the picture in the box.
8. Click the trackwheel.
9. Click **Crop and Save**.

### Change the caller ID picture for a contact

1. When changing a contact, highlight the caller ID picture.
2. Click the trackwheel.
3. Click **Add Picture**.
4. Highlight a picture.
5. Click the trackwheel.
6. Click **Select**.
7. Center the picture in the box.
8. Click the trackwheel.
9. Click **Save**.

### Delete the caller ID picture for a contact

1. In the address book, highlight a contact.
2. Click the trackwheel.
3. Click **Edit**.
4. Click the caller ID picture.
5. Click **Delete Picture**.
6. Click the trackwheel.
7. Click **Save**.

## Call logs

### About call logs

Call logs include the date on which you called your contact, the phone number that you called, and the duration of the call. You can also add notes to your call logs. You can view call logs in the phone or, depending on how you set your call logging options, you can view call logs in a message list. Depending on your theme, missed calls might also appear on the Home screen.

Your BlackBerry® device stores call logs for 30 days.

### View call logs in a message list

1. In the phone, click the trackwheel.
2. Click **Options**.
3. Click **Call Logging**.
4. Select a call log type option.

To hide call logs in a message list, select the **None** option.

### Add notes to a call log

1. In the phone, highlight a call log.
2. Click the trackwheel.
3. Click **View History**.
4. Click the trackwheel.
5. Click **Add Notes**.
6. Type call notes.
7. Click the trackwheel.
8. Click **Save**.

### Change call log notes

1. In the phone, highlight a call log.
2. Click the trackwheel.
3. Click **View History**.
4. Click the trackwheel.
5. Click **Edit Notes**.
6. Change the call notes.
7. Click the trackwheel.
8. Click **Save**.

### Forward a call log

1. In the phone, highlight a call log.
2. Click the trackwheel.
3. Click **View History**.
4. Click the trackwheel.
5. Click **Forward**.

### Delete call log notes

1. In the phone, highlight a call log.
2. Click the trackwheel.
3. Click **View History**.
4. Click the trackwheel.
5. Click **Edit Notes**.
6. Click the trackwheel.
7. Click **Clear Field**.
8. Click the trackwheel.
9. Click **Save**.

## Call waiting

### Call waiting prerequisites

- Verify that your wireless service plan includes this service.
- Verify that your wireless service provider has set up your SIM card for this service.

### Turn on call waiting

1. In the phone, click the trackwheel.
2. Click **Options**.
3. Click **Call Waiting**.
4. Set the **Call Waiting Enabled** field to **Yes**.
5. Click the trackwheel.
6. Click **Save**.

To turn off call waiting, set the **Call Waiting Enabled** field to **No**.

## Call forwarding

### About call forwarding

Depending on your wireless service provider, one or more call forwarding phone numbers might already be available on your SIM card. You might not be able to change or delete these phone numbers or add new ones.

For more information, contact your wireless service provider.

### Call forwarding prerequisites

- Verify that your wireless service plan includes this service.
- Verify that your wireless service provider has set up your SIM card for this service.

### Forward calls

Verify that you have one or more call forwarding phone numbers.

1. In the phone, click the trackwheel.
2. Click **Options**.
3. Click **Call Forwarding**.
4. Click a call type.
5. Click **Do Not Forward** or the current call forwarding phone number.
6. Click **Change Number**.
7. Click a call forwarding phone number.
8. Click the trackwheel.
9. Click **Save**.

To stop forwarding calls, set the call forwarding phone number to **Do Not Forward**.

## Add a call forwarding phone number

1. In the phone, click the trackwheel.
2. Click **Options**.
3. Click **Call Forwarding**.
4. Click the trackwheel.
5. Click **New Number**.
6. Type a phone number.
7. Press the **Enter** key.
8. Click the trackwheel.
9. Click **Close**.

## Change a call forwarding phone number

You can only change call forwarding phone numbers that you have added.

1. In the phone, click the trackwheel.
2. Click **Options**.
3. Click **Call Forwarding**.
4. Click the trackwheel.
5. Click **Edit Numbers**.
6. Click a phone number.
7. Click **Edit**.
8. Change the phone number.
9. Click the trackwheel.

## Delete a call forwarding phone number

You can only delete call forwarding phone numbers that you have added.

1. In the phone, click the trackwheel.
2. Click **Options**.
3. Click **Call Forwarding**.
4. Click the trackwheel.
5. Click **Edit Numbers**.
6. Click a phone number.
7. Click **Delete**.

# Call blocking

## About call blocking

You can block all incoming calls or block incoming calls only when your BlackBerry® device roams to another wireless network.

You can also block all outgoing calls and all outgoing international calls, or you can block outgoing international calls only when your device roams to another wireless network.

## Call blocking prerequisites

- Verify that your wireless service plan includes this service.
- Verify that your wireless service provider has set up your SIM card for this service.
- Verify that your wireless service provider has provided you with a call blocking password.

## Block calls

1. In the phone, click the trackwheel.
2. Click **Options**.
3. Click **Call Barring**.
4. Highlight a call blocking option.
5. Click the trackwheel.
6. Click **Enable**.
7. Type your call blocking password.

To stop blocking calls, highlight a call blocking option. Click the trackwheel. Click **Disable**.

## Change the call blocking password

1. In the phone, click the trackwheel.
2. Click **Options**.
3. Click **Call Barring**.
4. Click the trackwheel.
5. Click **Change Password**.

# Fixed dialing

## About fixed dialing

If you turn on fixed dialing, you can only make calls to contacts that appear in your fixed dialing list.

You can make an emergency call when fixed dialing is turned on, even if the emergency number does not appear in your fixed dialing list.

If your wireless service plan includes SMS text messaging, you can also send SMS text messages to contacts that appear in your fixed dialing list.

## Fixed dialing prerequisites

- Verify that your wireless service provider has set up your SIM card for this service.
- Verify that your wireless service provider has provided you with a SIM card PIN 2 code.

## Turn on fixed dialing

1. In the phone, click the trackwheel.
2. Click **Options**.
3. Click **FDN Phone List**.
4. Click the trackwheel.
5. Click **Enable FDN Mode**.
6. Type your PIN2 code.
7. Click the trackwheel.

To turn off fixed dialing, click the trackwheel. Click **Disable FDN Mode**.

## Add a contact to your fixed dialing list

1. In the phone, click the trackwheel.
2. Click **Options**.
3. Click **FDN Phone List**.
4. Click the trackwheel.
5. Click **New**.
6. Type your PIN2 code.
7. Click the trackwheel.
8. Type a name and a phone number.
9. Click the trackwheel.
10. Click **Save**.

## Change a contact in your fixed dialing list

1. In the phone, click the trackwheel.
2. Click **Options**.
3. Click **FDN Phone List**.
4. Highlight a contact.

5. Click the trackwheel.
6. Click **Edit**.
7. Change the contact information.
8. Click the trackwheel.
9. Click **Save**.

### Delete a contact from your fixed dialing list

1. In the phone, click the trackwheel.
2. Click **Options**.
3. Click **FDN Phone List**.
4. Highlight a contact.
5. Click the trackwheel.
6. Click **Delete**.

## Smart dialing

### About smart dialing

You can specify default country and area codes so that any numbers that are specified as links, or any numbers in your address book that do not contain these codes, are dialed correctly.

If you call an organization frequently, you can also set your smart-dialing options so that you do not have to type the main number for the organization.

### Set the default country code and area code

1. In the phone, click the trackwheel.
2. Click **Options**.
3. Click **Smart Dialing**.
4. Set the **Country Code** and **Area Code** fields.
5. In the **National Number Length** field, set the default length for phone numbers in your country.
6. Click the trackwheel.
7. Click **Save**.

**Note:** When you calculate the default length for phone numbers, include your area code and local number, but do not include your country code or the National Direct Dialing prefix.

### Set options for dialing extensions

1. In the phone, click the trackwheel.

2. Click **Options**.
3. Click **Smart Dialing**.
4. In the **Number** field, type the main phone number for an organization.
5. Set how long the BlackBerry® device waits before dialing an extension.
6. In the **Extension Length** field, set the default length for extensions.
7. Click the trackwheel.
8. Click **Save**.

# TTY support

## About TTY support

When you turn on TTY support and you connect your BlackBerry® device to a TTY device, you can make calls to and receive calls from TTY devices. Your BlackBerry device is designed to convert received calls to text that you can read on your TTY device.

## TTY support prerequisites

- Verify that your wireless service provider supports this feature.
- Verify that your TTY device operates at 45.45 bits per second.
- Verify that you have inserted the TTY device connector into your BlackBerry® device headset jack. If you use an RJ-11 connector, you must use an adapter to connect the TTY device to your BlackBerry device.

## Turn on TTY support

1. In the phone, click the trackwheel.
2. Click **Options**.
3. Click **TTY**.
4. Set the **TTY Mode** field to **Yes**.
5. Click the trackwheel.
6. Click **Save**.

A TTY indicator appears in the device status section of the screen.
To turn off TTY support, set the **TTY Mode** field to **No**.

# Phone settings

## Hide your phone number from contacts when you make calls

1. In the phone, click the trackwheel.
2. Click **Options**.

3. Click **General Options**.
4. Set the **Restrict My Identity** field to **Always**.
5. Click the trackwheel.
6. Click **Save**.

## Turn on dialing from the Lock screen

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Allow Outgoing Calls While Locked** field to **Yes**.
4. Click the trackwheel.
5. Click **Save**.

## Sort phone numbers or contacts on the Phone screen

1. In the phone, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Perform one of the following actions:
    - To sort phone numbers or contacts by frequency of use, set the **Phone List View** field to **Most Used**.
    - To sort contacts alphabetically by contact name, set the **Phone List View** field to **Name**.
    - To sort phone numbers or contacts by recency of use, set the **Phone List View** field to **Most Recent**.
5. Click the trackwheel.
6. Click **Save**.

To sort phone numbers or contacts by call logs again, set the **Phone List View** field to **Call Log**.

## Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete items in a message list, the phone, the address book, the calendar, the task list, the memo list, or the password keeper.

1. In an application, click the trackwheel.
2. Click **Options**.
3. Set the **Confirm Delete** field to **No**.
4. Click the trackwheel.
5. Click **Save**.

## Stop ending calls when you insert your device in the holster

1. In the phone, click the trackwheel.
2. Click **Options**.

3. Click **General Options**.
4. Set the **Auto End Calls** field to **Never**.
5. Click the trackwheel.
6. Click **Save**.

## Stop answering calls when you remove your device from the holster

1. In the phone, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Auto Answer Calls** field to **Never**.
5. Click the trackwheel.
6. Click **Save**.

## Reset a call timer

1. In the phone, click the trackwheel.
2. Click **Status**.
3. Click **Last Call** or **Total Calls**.
4. Click **Clear Timer**.
5. Click the trackwheel.
6. Click **Save**.

## About telecoil mode

In telecoil mode, the magnetic signal of the BlackBerry® device is modified to an appropriate level and frequency response to be picked up by hearing aids that are equipped with telecoils.

## Turn on telecoil mode

Verify that your BlackBerry® device supports telecoil mode. For more information, contact your wireless service provider.

1. In the phone, click the trackwheel.
2. Click **Options**.
3. Click **Hearing Aid Mode**.
4. Set the **Mode Enabled** field to **Telecoil**.
5. Click the trackwheel.
6. Click **Save**.

The H-T telecoil indicator appears in the device status section of the screen.

## Phone shortcuts

- To answer a call, press the **Send** key.
- To insert a plus sign (+) when typing a phone number, hold **0**.
- To add an extension to a phone number, press the **Alt** key and the **X** key. Type the extension number.
- To assign a speed dial number to a key, on the Home screen or in the phone, hold the key.
- To turn on the speakerphone during a call, press the **Speakerphone** key.
- To turn off the speakerphone during a call, press the **Speakerphone** key.
- To check your voice mail, hold **1**.
- To type a letter in a phone number field, press the **Alt** key and the letter key.
- To move to the top of the Phone screen, press the **Space** key.
- To view the last phone number that you typed, press the **Space** key and the **Enter** key. Press the **Send** key to dial the number.
- To view your contact list in the phone, hold the **Send** key.

## Phone troubleshooting

### I cannot make or receive calls

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- If you cannot make calls and fixed dialing is turned on, verify that the phone number for your contact appears in your fixed dialing list or turn off fixed dialing.
- If you have traveled to another country and you have not changed your smart-dialing options, dial the full phone number, including the country code and area code, for your contact.
- If you are not receiving calls, verify that call blocking and call forwarding are turned off.

### My phone number appears as Unknown in the phone

Try changing the phone number on your SIM card to change how your phone number appears in the phone. In the device options, click **Advanced Options**. Click **SIM Card**. Click the trackwheel. Click **Edit SIM Phone Number**. Type your phone number. Click the trackwheel.

**Note:** If you change the phone number on your SIM card, you do not change the phone number that your BlackBerry® device uses to make and receive calls.

# Email messages

## Email message basics

### Open a message

1. In a message list, click a message.
2. Click **Open**.

**Note:** If your BlackBerry® device is associated with more than one email address, you might be able to open messages from the message list for a specific email address.

### Send an email message

1. In a message list, click the trackwheel.
2. Click **Compose Email**.
3. In the **To** field, perform one of the following actions:
    - Type an email address.
    - Type a contact name.
    - Type part of a contact name. Click a contact.
4. Type a message.
5. Click the trackwheel.
6. Click **Send**.

**Note:** If your BlackBerry® device is associated with more than one email address, in the Send Using field, you can set the email address that you want to use to send the email message.

### Save a draft of a message

1. When composing a message, click the trackwheel.
2. Click **Save Draft**.

### Blind carbon copy a contact

1. When composing a message, click the trackwheel.
2. Click **Add Bcc**.

### Attach a contact to a message

1. When composing a message, click the trackwheel.
2. Click **Attach Address**.

3. Click a contact.
4. Click **Continue**.

## Set the importance level for a message

1. When composing a message, click the trackwheel.
2. Click **Options**.
3. Set the **Importance** field.
4. Click the trackwheel.
5. Click **Save**.

## Save a message

1. In a message, click the trackwheel.
2. Click **Save**.

## Reply to a message

1. In a message, click the trackwheel.
2. Click **Reply** or **Reply to All**.

## Delete the original text from a reply message

1. When replying to a message, click the trackwheel.
2. Click **Delete Original Text**.

## Forward a message

1. In a message, click the trackwheel.
2. Click **Forward** or **Forward As**.
3. Click a message type.

## Delete a message

1. In a message, click the trackwheel.
2. Click **Delete**.

## Delete multiple messages

1. In a message list, highlight a date field.
2. Click the trackwheel.

3. Click **Delete Prior**.

**Note:** Email messages that you delete using the Delete Prior menu item are not deleted from the email application on your computer during email reconciliation.

### Mark a message as opened or unopened

In a message list, perform one of the following actions:

- Highlight a message. Click the trackwheel. Click **Mark Opened** or **Mark Unopened**.
- Highlight a date field. Click the trackwheel. Click **Mark Prior Opened**.

### Create a link for a PIN

When typing text, type **pin:** and the PIN.

### Search for text in a message, attachment, web page, or memo

To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view.

1. In a message, attachment, web page, or memo, click the trackwheel.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, click the trackwheel. Click **Find Next**.

## Email message folders

### File an email message

Verify that wireless email reconciliation is turned on.

1. In a message list, highlight an email message.
2. Click the trackwheel.
3. Click **File**.
4. Click an email message folder.
5. Click **File**.

### Add, change, or delete an email message folder

You can add, change, or delete the email message folder in the email application on your computer. If wireless email reconciliation is turned on, your BlackBerry® device receives changes that you make to the email message folder on your computer over the wireless network.

If wireless email reconciliation is turned off or is not available for your device, reconcile the changes using the email settings tool of the BlackBerry Desktop Manager. See the *BlackBerry Desktop Software Online Help* for more information about email reconciliation.

### Hide filed email messages

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Hide Filed Messages** field to **Yes**.
5. Click the trackwheel.
6. Click **Save**.

### View messages in a specific folder

1. In a message list, click the trackwheel.
2. Click **View Folder**.
3. Click a folder.
4. Click **Select Folder**.

## Sent messages

### Resend a message

1. In a sent message, click the trackwheel.
2. Perform one of the following actions:
    - To change the message, click **Edit**. Change the message. Click the trackwheel. Click **Send**.
    - To change the recipients, click **Edit**. Highlight a contact. Click the trackwheel. Click **Change Address**. Click a new contact. Click the trackwheel. Click **Send**.
    - To resend the message without changing it, click **Resend**.

### Stop a message from sending

Verify that you are not in a wireless coverage area and your BlackBerry® device is not connected to the wireless network. A clock icon should appear beside the message.

1. In a message list, highlight the message.
2. Click the trackwheel.
3. Click **Delete**.

### Hide sent messages

1. In a message list, click the trackwheel.
2. Click **Options**.

3. Click **General Options**.
4. Set the **Hide Sent Messages** field to **Yes**.
5. Click the trackwheel.
6. Click **Save**.

**Note:** If you set your device to hide sent messages, sent messages continue to appear in the history of SMS text messages.

### Stop storing messages sent from your device on your computer

By default, a copy of messages that you send from your BlackBerry® device appears in the sent items folder in the email application on your computer.

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **Email Settings**.
4. Set the **Save Copy In Sent Folder** field to **No**.
5. Click the trackwheel.
6. Click **Save**.

### Stop storing messages sent from your computer on your device

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **Email Settings**.
4. Click the trackwheel.
5. Click **Folder Redirection**.
6. Clear the check box beside the **Sent Items** folder.
7. Click the trackwheel.
8. Click **Save**.

## Email message filters

### About email message filters

You can create email message filters to specify which email messages are forwarded to your BlackBerry® device and which remain in the email application on your computer.

Email message filters are applied to email messages based on the order in which they appear in your list of email message filters. If you create multiple email message filters that could apply to the same email message, you must decide which one should be applied first by placing that filter higher in the list.

## Create an email message filter

Verify that your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server that supports this feature. For more information, contact your system administrator. If you use the BlackBerry Internet Service, see the *BlackBerry Internet Service Online Help* for more information.

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **Email Filters**.
4. Click the trackwheel.
5. Click **New**.
6. Type a name for the email message filter.
7. Set the email message filter options.
8. Click the trackwheel.
9. Click **Save**.

## Create an email message filter based on a contact or subject

1. In a message list, highlight an email message.
2. Click the trackwheel.
3. Click **Filter Sender** or **Filter Subject**.
4. Type a name for the email message filter.
5. Set the email message filter options.
6. Click the trackwheel.
7. Click **Save**.

## Email message filter options

**From:**

Specify one or more contacts or email addresses that the email message filter should search for in the From field of email messages. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email message filter should search for all contacts or email messages that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the contact or email address.

**Sent To:**

Specify one or more contacts or email addresses that the email message filter should search for in the Sent To field of email messages. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email message filter should search for all contacts or email messages that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the contact or email address.

**Subject:**

Type text that the email message filter should search for in the subject of email messages.

**Message:**

Type text that the email message filter should search for in the body of email messages.

**Sent directly to me**:
Set whether the email message filter applies to email messages that include your email address in the To field.

**CC to me**:
Set whether the email message filter applies to email messages that include your email address in the CC field.

**BCC to me**:
Set whether the email message filter applies to email messages that include your email address in the BCC field.

**Importance**:
Set the importance level of email messages that the email message filter applies to.

**Sensitivity**:
Set the sensitivity level of email messages that the email message filter applies to.

**Action**:
Set whether email messages that the email message filter applies to are forwarded to your BlackBerry® device. If email messages are forwarded, specify whether they are forwarded with high importance or with the email message header only.

## Turn on an email message filter

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **Email Filters**.
4. Select the check box beside an email message filter.

## Change an email message filter

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **Email Filters**.
4. Highlight an email message filter.
5. Click the trackwheel.
6. Click **Edit**.
7. Change the email message filter options.
8. Click the trackwheel.
9. Click **Save**.

## Change the order of email message filters

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **Email Filters**.
4. Highlight an email message filter.
5. Click the trackwheel.
6. Click **Move**.

7. Roll the trackwheel to the new location.
8. Click the trackwheel.

### Forward email messages to your device when no filters apply

Verify that your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server that supports this feature. For more information, contact your system administrator. If you use the BlackBerry Internet Service, see the *BlackBerry Internet Service Online Help* for more information.

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **Email Filters**.
4. Set the **If no filters apply, send email to handheld** option to **Yes**.
5. Click the trackwheel.
6. Click **Save**.

### Delete an email message filter

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **Email Filters**.
4. Highlight an email message filter.
5. Click the trackwheel.
6. Click **Delete**.

## Email message forwarding

### Forward messages from a specific email message folder to your device

Verify that your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later.

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **Email Settings**.
4. Click the trackwheel.
5. Click **Folder Redirection**.
6. Select the check box beside an email message folder.
7. Click the trackwheel.
8. Click **Save**.

**Note:** If you click the Select All menu item, all email messages, including email messages that appear in the sent items folder in the email application on your computer, appear on your device.

### Stop forwarding email messages to your device

Verify that your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later.

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **Email Settings**.
4. Set the **Send Email to Handheld** field to **No**.
5. Click the trackwheel.
6. Click **Save**.

To forward email messages to your device again, set the **Send Email to Handheld** field to **Yes**.

### Block incoming messages

If your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server, you might not be able to block PIN messages from contacts in your organization. For more information, contact your system administrator.

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Select the check box beside one or more message types.
4. Click the trackwheel.
5. Click **Save**.

**Note:** Blocked messages might contribute to your wireless service plan data usage. You can prevent messages from being forwarded to your device without contributing to data usage by turning off email message forwarding or using email message filters.

### Reset a blocked message counter

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Highlight a message type.
4. Click the trackwheel.
5. Click **Reset Count** or **Reset All Counts**.

## Message settings

### Request delivery or read confirmation for email messages

Verify that your BlackBerry® device is associated with an email account that uses the BlackBerry Internet Service.

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **Email Settings**.

4. In the **Delivery Status Notification** section, perform any of the following actions:
    - To send read notification when a sender requests it, set the **Send Read Receipts** field.
    - To request delivery or read notification when you send email messages, set the **Confirm Delivery** and **Confirm Read** fields.
5. Click the trackwheel.
6. Click **Save**.

## View an address instead of a display name

1. In a message, click a contact.
2. Click **Show Address**.

To view the display name again, click a contact. Click **Show Name**.

## Add a signature

Verify that your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server that supports this feature. For more information, contact your system administrator. If you use the BlackBerry Internet Service, see the *BlackBerry Internet Service Online Help* for more information.

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **Email Settings**.
4. Set the **Use Auto Signature** field to **Yes**.
5. Type a signature.
6. Click the trackwheel.
7. Click **Save**.

Your signature is added to email messages after you send them.

## Set an out-of-office reply

Verify that your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server that supports this feature. For more information, contact your system administrator. If you use the BlackBerry Internet Service, see the *BlackBerry Internet Service Online Help* for more information.

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **Email Settings**.
4. Set the **Use Out Of Office Reply** field to **Yes**.
5. Type a reply.
6. If you use IBM® Lotus Notes®, in the **Until** field, set the date on which the out-of-office reply should turn off.
7. Click the trackwheel.
8. Click **Save**.

To turn off the out-of-office reply, set the **Use Out Of Office Reply** field to **No**.

### Set the email address that you use to send messages

Verify that your BlackBerry® device is associated with more than one email address.

1. In the device options, click **Advanced Options**.
2. Click **Message Services**.
3. Set the **Messaging (CMIME)** field.
4. Click the trackwheel.
5. Click **Save**.

### Delete the disclaimer from an email message

If your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later, the BlackBerry Enterprise Server might add a disclaimer to email messages after you send them. You cannot change this disclaimer.

1. When composing an email message, click the trackwheel.
2. Click **Remove Disclaimer**.

To add the disclaimer again, click the trackwheel. Click **Add Disclaimer**.

### Use color to differentiate work messages from other messages

Verify that your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Perform any of the following actions:
    - To set a background color for email messages that are sent to your device through a BlackBerry Enterprise Server, set the **Enterprise Messages** field.
    - To set a background color for messages that are not sent to your device through a BlackBerry Enterprise Server, set the **Other Messages** field.
4. Click the trackwheel.
5. Click **Save**.

**Note:** PIN messages might use the background color that you have set for work email messages. Contact your system administrator for more information.

## Message list settings

### Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete items in a message list, the phone, the address book, the calendar, the task list, the memo list, or the password keeper.

1. In an application, click the trackwheel.
2. Click **Options**.

3. Set the **Confirm Delete** field to **No**.
4. Click the trackwheel.
5. Click **Save**.

## View more of the subject line for messages

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Perform any of the following actions:
    - Set the **Display Message Header On** field to **2 lines**.
    - Set the **Display Time** and **Display Name** fields to **No**.
5. Click the trackwheel.
6. Click **Save**.

## Set how long your device stores messages

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Keep Messages** field.
5. Click the trackwheel.
6. Click **Save**.

To restore messages, set the **Keep Messages** field to a longer period of time. Messages that you received on your BlackBerry® device within the set period of time appear in a message list.

## About multiple message lists

Depending on your email setup option, you might be able to associate your BlackBerry® device with more than one email account. For example, you might be able to associate your device with a work email account and one or more personal email accounts. If you associate your device with more than one email account, multiple message lists might appear on your device. In a message list for a specific email account, you can open and manage email messages for that email account, and you can send messages using the email address for the email account. See the *BlackBerry Internet Service Online Help* for more information about associating your device with more than one email account.

Depending on your theme, a separate message list might appear for SMS and MMS messages.

## Use one message list or multiple message lists

By default, your BlackBerry® device theme determines whether SMS text messages appear in the same message list as email messages.

1. In a message list, click the trackwheel.

2. Click **Options**.
3. Click **General Options**.
4. Perform one of the following actions:
    - To use one message list for all messages, set the **SMS and Email Inboxes** field to **Combined**.
    - To separate SMS text messages from email messages, set the **SMS and Email Inboxes** field to **Separate**.
5. Click the trackwheel.
6. Click **Save**.

### Hide the new or unopened message indicator

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Display Message Count** field to **None**.
5. Click the trackwheel.
6. Click **Save**.

To view the number of unopened messages again, set the **Display Message Count** field to **Unread**. To view the new message indicator, set the **Display New Message Indicator** field to **Yes**.

### View call logs in a message list

1. In the phone, click the trackwheel.
2. Click **Options**.
3. Click **Call Logging**.
4. Select a call log type option.

To hide call logs in a message list, select the **None** option.

## Message shortcuts

**In a message**

- To reply to a message, press **R**.
- To reply to all, press **L**.
- To forward a message, press **F**.
- To file a highlighted email message, press **I**.
- To view the email address of a contact, in a message, highlight the contact. Press **Q**. To view the display name again, press **Q**.

**In a message list**

- To open a highlighted message, press the **Enter** key.
- To compose a message from a message list, press **C**.
- To mark a message as opened or unopened, press the **Alt** key and **U**.

- To view received messages, press the **Alt** key and **I**.
- To view sent messages, press the **Alt** key and **O**.
- To view voice mail messages, press the **Alt** key and **V**.
- To view SMS text messages, press the **Alt** key and **S**.
- To view call logs, press the **Alt** key and **P**.
- To view all your messages again, press the **Escape** key.

**Move around a message list**

- To move up a screen, press the **Shift** key and the **Space** key.
- To move down a screen, press the **Space** key.
- To move to the top of a message list, press **T**.
- To move to the bottom of a message list, press **B**.
- To move to the next date, press **N**.
- To move to the previous date, press **P**.
- To move to the next unopened item, press **U**.
- To move to the next related message, press **J**.
- To move to the previous related message, press **K**.

# Message troubleshooting

## I cannot send messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
- If the menu item for sending a message does not appear, verify that you have added an email address or PIN for your contact.
- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Click the trackwheel. Click **Register Now**.
- Generate an encryption key.
- Verify that data service is turned on.
- Resend the message.

## I am not receiving messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Click the trackwheel. Click **Register Now**.
- Verify that data service is turned on.
- If you use email message filters, verify that the options for email message filters are set correctly.
- Verify that email message forwarding is turned on and that you have selected all the email message folders, including your inbox folder, that you want to receive email messages from.
- Verify that your device is not blocking messages. For more information, contact your system administrator.

## I cannot file email messages

Try performing the following actions:

- Verify that wireless email reconciliation is turned on.
- If your email message folders do not appear on your BlackBerry® device, reconcile your email messages using the email settings tool of the BlackBerry Desktop Manager. See the *BlackBerry Desktop Software Online Help* for more information.

## I received notification of a new message, but no new messages appear in my message list

If you have set your BlackBerry® device to hide filed messages and you receive a new message from an email message folder in the email application on your computer other than your inbox, your device files the message.

## Some messages no longer appear on my device

If your BlackBerry® device memory is full, your device deletes the oldest messages from a message list. Your device does not delete saved messages.

If wireless email reconciliation is turned on, and, in the message options, the **Delete On** field is set to **Mailbox & Handheld**, email messages that you delete in the email application on your computer are also deleted from your device.

## A message or attachment is truncated

Try performing the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- If "More available" appears at the end of the message or attachment, click the trackwheel. Click **More** or **More All**.

## Some email message folders appear dimmed

If you cannot forward email messages from an email message folder, the check box beside the folder appears dimmed.

Try performing the following actions:

- Wait for a few seconds. The email message folders might become available after a short period of time.
- Turn off wireless email reconciliation, and then turn it on again.

## Email message filters are not working correctly

Try performing the following actions:

- Verify that your email message filters are turned on.
- Verify that your email message filters appear in the order that you want your BlackBerry® device to apply them to email messages.

## I cannot use a shortcut to view one type of message in a message list

If you switch BlackBerry® devices and you restore device data from your previous device to your current device, the message list shortcuts for your previous device replace the message list shortcuts for your current device.

To view the shortcuts for viewing one type of message in a message list, view your list of saved searches.

# PIN messages

## PIN message basics

### About PIN messages

A PIN uniquely identifies each BlackBerry® device on the network. If you know the PIN of another BlackBerry device user, you can send a PIN message to that person. PIN messages are not routed through your email account.

When your PIN message is delivered to the recipient, in a message list, a D appears with a check mark beside the PIN message.

### Find your PIN

In the device options, click **Status**.

### Send a PIN message

1. In a message list, click the trackwheel.
2. Click **Compose PIN**.
3. In the **To** field, perform one of the following actions:
    - Type a PIN number. Click the trackwheel.
    - Type a contact name. Click the trackwheel.
    - Type part of a contact name. Click a contact.
4. Type a message.
5. Click the trackwheel.
6. Click **Send**.

### Open a message

1. In a message list, click a message.
2. Click **Open**.

**Note:** If your BlackBerry® device is associated with more than one email address, you might be able to open messages from the message list for a specific email address.

### Save a draft of a message

1. When composing a message, click the trackwheel.
2. Click **Save Draft**.

## Blind carbon copy a contact

1. When composing a message, click the trackwheel.
2. Click **Add Bcc**.

## Attach a contact to a message

1. When composing a message, click the trackwheel.
2. Click **Attach Address**.
3. Click a contact.
4. Click **Continue**.

## Set the importance level for a message

1. When composing a message, click the trackwheel.
2. Click **Options**.
3. Set the **Importance** field.
4. Click the trackwheel.
5. Click **Save**.

## Set a high importance level for received PIN messages

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Make PIN Messages Level 1** field to **Yes**.
5. Click the trackwheel.
6. Click **Save**.

## Save a message

1. In a message, click the trackwheel.
2. Click **Save**.

## Reply to a message

1. In a message, click the trackwheel.
2. Click **Reply** or **Reply to All**.

## Forward a message

1. In a message, click the trackwheel.
2. Click **Forward** or **Forward As**.
3. Click a message type.

## Delete a message

1. In a message, click the trackwheel.
2. Click **Delete**.

## Delete multiple messages

1. In a message list, highlight a date field.
2. Click the trackwheel.
3. Click **Delete Prior**.

**Note:** Email messages that you delete using the Delete Prior menu item are not deleted from the email application on your computer during email reconciliation.

## Create a link for a PIN

When typing text, type **pin:** and the PIN.

## Mark a message as opened or unopened

In a message list, perform one of the following actions:

- Highlight a message. Click the trackwheel. Click **Mark Opened** or **Mark Unopened**.
- Highlight a date field. Click the trackwheel. Click **Mark Prior Opened**.

## View an address instead of a display name

1. In a message, click a contact.
2. Click **Show Address**.

To view the display name again, click a contact. Click **Show Name**.

## Search for text in a message, attachment, web page, or memo

To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view.

1. In a message, attachment, web page, or memo, click the trackwheel.
2. Click **Find**.
3. Type the text.

4. Press the **Enter** key.

To search for the next instance of the text, click the trackwheel. Click **Find Next**.

# Sent messages

## Resend a message

1. In a sent message, click the trackwheel.
2. Perform one of the following actions:
   - To change the message, click **Edit**. Change the message. Click the trackwheel. Click **Send**.
   - To change the recipients, click **Edit**. Highlight a contact. Click the trackwheel. Click **Change Address**. Click a new contact. Click the trackwheel. Click **Send**.
   - To resend the message without changing it, click **Resend**.

## Stop a message from sending

Verify that you are not in a wireless coverage area and your BlackBerry® device is not connected to the wireless network. A clock icon should appear beside the message.

1. In a message list, highlight the message.
2. Click the trackwheel.
3. Click **Delete**.

## Hide sent messages

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Hide Sent Messages** field to **Yes**.
5. Click the trackwheel.
6. Click **Save**.

**Note:** If you set your device to hide sent messages, sent messages continue to appear in the history of SMS text messages.

# Message list settings

## View more of the subject line for messages

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.

4. Perform any of the following actions:
    - Set the **Display Message Header On** field to **2 lines**.
    - Set the **Display Time** and **Display Name** fields to **No**.
5. Click the trackwheel.
6. Click **Save**.

## Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete items in a message list, the phone, the address book, the calendar, the task list, the memo list, or the password keeper.

1. In an application, click the trackwheel.
2. Click **Options**.
3. Set the **Confirm Delete** field to **No**.
4. Click the trackwheel.
5. Click **Save**.

## Set how long your device stores messages

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Keep Messages** field.
5. Click the trackwheel.
6. Click **Save**.

To restore messages, set the **Keep Messages** field to a longer period of time. Messages that you received on your BlackBerry® device within the set period of time appear in a message list.

## Hide the new or unopened message indicator

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Display Message Count** field to **None**.
5. Click the trackwheel.
6. Click **Save**.

To view the number of unopened messages again, set the **Display Message Count** field to **Unread**. To view the new message indicator, set the **Display New Message Indicator** field to **Yes**.

### Block incoming messages

If your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server, you might not be able to block PIN messages from contacts in your organization. For more information, contact your system administrator.

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Select the check box beside one or more message types.
4. Click the trackwheel.
5. Click **Save**.

**Note:** Blocked messages might contribute to your wireless service plan data usage. You can prevent messages from being forwarded to your device without contributing to data usage by turning off email message forwarding or using email message filters.

### Reset a blocked message counter

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Highlight a message type.
4. Click the trackwheel.
5. Click **Reset Count** or **Reset All Counts**.

### View call logs in a message list

1. In the phone, click the trackwheel.
2. Click **Options**.
3. Click **Call Logging**.
4. Select a call log type option.

To hide call logs in a message list, select the **None** option.

## Message shortcuts

**In a message**

- To reply to a message, press **R**.
- To reply to all, press **L**.
- To forward a message, press **F**.
- To file a highlighted email message, press **I**.
- To view the email address of a contact, in a message, highlight the contact. Press **Q**. To view the display name again, press **Q**.

**In a message list**

- To open a highlighted message, press the **Enter** key.
- To compose a message from a message list, press **C**.

- To mark a message as opened or unopened, press the **Alt** key and **U**.
- To view received messages, press the **Alt** key and **I**.
- To view sent messages, press the **Alt** key and **O**.
- To view voice mail messages, press the **Alt** key and **V**.
- To view SMS text messages, press the **Alt** key and **S**.
- To view call logs, press the **Alt** key and **P**.
- To view all your messages again, press the **Escape** key.

**Move around a message list**

- To move up a screen, press the **Shift** key and the **Space** key.
- To move down a screen, press the **Space** key.
- To move to the top of a message list, press **T**.
- To move to the bottom of a message list, press **B**.
- To move to the next date, press **N**.
- To move to the previous date, press **P**.
- To move to the next unopened item, press **U**.
- To move to the next related message, press **J**.
- To move to the previous related message, press **K**.

# Message troubleshooting

## I cannot send messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
- If the menu item for sending a message does not appear, verify that you have added an email address or PIN for your contact.
- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Click the trackwheel. Click **Register Now**.
- Generate an encryption key.
- Verify that data service is turned on.
- Resend the message.

## I am not receiving messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Click the trackwheel. Click **Register Now**.
- Verify that data service is turned on.
- If you use email message filters, verify that the options for email message filters are set correctly.
- Verify that email message forwarding is turned on and that you have selected all the email message folders, including your inbox folder, that you want to receive email messages from.
- Verify that your device is not blocking messages. For more information, contact your system administrator.

## Some messages no longer appear on my device

If your BlackBerry® device memory is full, your device deletes the oldest messages from a message list. Your device does not delete saved messages.

If wireless email reconciliation is turned on, and, in the message options, the **Delete On** field is set to **Mailbox & Handheld**, email messages that you delete in the email application on your computer are also deleted from your device.

## A message or attachment is truncated

Try performing the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- If "More available" appears at the end of the message or attachment, click the trackwheel. Click **More** or **More All**.

## I cannot use a shortcut to view one type of message in a message list

If you switch BlackBerry® devices and you restore device data from your previous device to your current device, the message list shortcuts for your previous device replace the message list shortcuts for your current device.

To view the shortcuts for viewing one type of message in a message list, view your list of saved searches.

# SMS text messages

## SMS text message basics

### About SMS text messages

With an SMS phone number, you can send and receive SMS text messages. An SMS phone number is a phone number that your wireless service provider sets up for SMS text messaging.

You can send SMS text messages to contacts who have SMS phone numbers. You can also forward SMS text messages as PIN or email messages.

### Find your SMS phone number

Open the phone.

The My Number field displays your phone number. If your wireless service provider has set up your BlackBerry® device for SMS text messaging, this number is also your SMS phone number.

### Open a message

1. In a message list, click a message.
2. Click **Open**.

**Note:** If your BlackBerry® device is associated with more than one email address, you might be able to open messages from the message list for a specific email address.

### Send an SMS text message

1. In a message list, click the trackwheel.
2. Click **Compose SMS**.
3. Perform one of the following actions:
    - If the contact is not in your address book, click **[Use Once]**. Click **SMS**. Type an SMS phone number (include the country code and area code) or an email address. Click the trackwheel. Click **Continue**.
    - If the contact is in your address book, click a contact. Click **SMS <contact name>**.
4. Type a message.
5. Click the trackwheel.
6. Click **Send**.

### Add a contact to an SMS text message

You can send an SMS text message to up to ten recipients.

1. When composing an SMS text message, click the trackwheel.
2. Click **Add Recipient**.

## Save a draft of a message

1. When composing a message, click the trackwheel.
2. Click **Save Draft**.

## Save a message

1. In a message, click the trackwheel.
2. Click **Save**.

## Reply to a message

1. In a message, click the trackwheel.
2. Click **Reply** or **Reply to All**.

## Forward a message

1. In a message, click the trackwheel.
2. Click **Forward** or **Forward As**.
3. Click a message type.

## Delete a message

1. In a message, click the trackwheel.
2. Click **Delete**.

## Delete multiple messages

1. In a message list, highlight a date field.
2. Click the trackwheel.
3. Click **Delete Prior**.

**Note:** Email messages that you delete using the Delete Prior menu item are not deleted from the email application on your computer during email reconciliation.

## Delete the history from an SMS text message

1. When replying to an SMS text message, click the trackwheel.
2. Click **Remove History**.

### Mark a message as opened or unopened

In a message list, perform one of the following actions:

- Highlight a message. Click the trackwheel. Click **Mark Opened** or **Mark Unopened**.
- Highlight a date field. Click the trackwheel. Click **Mark Prior Opened**.

### Search for text in a message, attachment, web page, or memo

To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view.

1. In a message, attachment, web page, or memo, click the trackwheel.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, click the trackwheel. Click **Find Next**.

### View messages in a specific folder

1. In a message list, click the trackwheel.
2. Click **View Folder**.
3. Click a folder.
4. Click **Select Folder**.

## Sent messages

### Resend a message

1. In a sent message, click the trackwheel.
2. Perform one of the following actions:
    - To change the message, click **Edit**. Change the message. Click the trackwheel. Click **Send**.
    - To change the recipients, click **Edit**. Highlight a contact. Click the trackwheel. Click **Change Address**. Click a new contact. Click the trackwheel. Click **Send**.
    - To resend the message without changing it, click **Resend**.

### Hide sent messages

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Hide Sent Messages** field to **Yes**.

5. Click the trackwheel.
6. Click **Save**.

**Note:** If you set your device to hide sent messages, sent messages continue to appear in the history of SMS text messages.

# Cell broadcasting

## About cell broadcasting

Cell broadcasting is designed to enable wireless service providers to use SMS text messaging to send information to all BlackBerry® devices in a specific geographical area simultaneously. You can receive cell broadcast messages that contain a specific type of information by subscribing to a cell broadcast channel that provides that type of information. Different cell broadcast channels send different cell broadcast messages. For example, one cell broadcast channel might send regular weather forecasts while another might send traffic reports.

## Cell broadcasting prerequisites

- Verify that your wireless service provider supports this feature.
- Verify that your SIM card is set up with a cell broadcast channel or your wireless service provider has provided you with the ID for a cell broadcast channel.
- Verify that your SIM card supports the display language that you want to use for cell broadcast messages.

## Turn on cell broadcasting

1. In the device options, click **Advanced Options**.
2. Click **Cell Broadcast**.
3. Set the **Cell Broadcasting Service** field to **On**.
4. Perform one of the following actions:
    - If a cell broadcast channel appears on the screen, select the check box beside the channel.
    - If a cell broadcast channel does not appear on the screen, click the trackwheel. Click **Add Channel**. Type the channel ID and a nickname. Click **OK**.
5. Click a language.
6. Click **Enable**.
7. Click the trackwheel.
8. Click **Save**.

To turn off cell broadcasting, set the **Cell Broadcasting Service** field to **Off**. Before you turn off cell broadcasting, verify that your wireless service provider does not use cell broadcasting to manage services, such as preferred rates, based on your location.

### Stop receiving messages from a cell broadcast channel

Verify that your wireless service provider does not use the cell broadcast channel to manage services, such as preferred rates, based on your location.

1. In the device options, click **Advanced Options**.
2. Click **Cell Broadcast**.
3. Highlight a cell broadcast channel.
4. Click the trackwheel.
5. Perform one of the following actions:
    - To stop receiving messages from the cell broadcast channel, click **Disable**.
    - To delete the cell broadcast channel, click **Delete Channel**.

### Rename a cell broadcast channel

1. In the device options, click **Advanced Options**.
2. Click **Cell Broadcast**.
3. Highlight a cell broadcast channel.
4. Click the trackwheel.
5. Click **Set Nickname**.
6. Type a name for the cell broadcast channel.
7. Click **OK**.

## Message settings

### View an address instead of a display name

1. In a message, click a contact.
2. Click **Show Address**.

To view the display name again, click a contact. Click **Show Name**.

### Turn off AutoText for SMS text messages

1. In the device options, click **SMS**.
2. Set the **Disable AutoText** field to **Yes**.
3. Click the trackwheel.
4. Click **Save**.

## View more of the history in SMS text messages

1. In the device options, click **SMS**.
2. Set the **Number of Previous Items** field.
3. Click the trackwheel.
4. Click **Save**.

## Store SMS text messages on your SIM card

If you set your SIM card to store SMS text messages, the SIM card does not delete SMS text messages after the BlackBerry® device imports them to a message list.

1. In the device options, click **SMS**.
2. Set the **Leave Messages On SIM Card** field to **Yes**.
3. Click the trackwheel.
4. Click **Save**.

To stop storing SMS text messages on your SIM card, set the **Leave Messages On SIM Card** field to **No**. If you set this field to No, SMS text messages on your SIM card are deleted after the device imports them to a message list.

## Request delivery notification for all SMS text messages

Depending on your wireless service provider, this option might not appear.

1. In the device options, click **SMS**.
2. Set the **Delivery Reports** field to **On**.
3. Click the trackwheel.
4. Click **Save**.

## Set how long your service center attempts to send SMS text messages

If you send an SMS text message and it cannot be delivered immediately, your service center tries to send the SMS text message for the amount of time set in the Validity Period field. Depending on your wireless service provider, this option might not appear.

1. In the device options, click **SMS**.
2. Set the **Validity Period** field.
3. Click the trackwheel.
4. Click **Save**.

## Set a wireless network type for sending SMS text messages

Depending on your wireless service provider, this option might not appear.

1. In the device options, click **SMS**.
2. Set the **Network to Send Over** field.
3. Click the trackwheel.

4. Click **Save**.

## Message list settings

### View more of the subject line for messages

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Perform any of the following actions:
    - Set the **Display Message Header On** field to **2 lines**.
    - Set the **Display Time** and **Display Name** fields to **No**.
5. Click the trackwheel.
6. Click **Save**.

### Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete items in a message list, the phone, the address book, the calendar, the task list, the memo list, or the password keeper.

1. In an application, click the trackwheel.
2. Click **Options**.
3. Set the **Confirm Delete** field to **No**.
4. Click the trackwheel.
5. Click **Save**.

### Hide the new or unopened message indicator

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Display Message Count** field to **None**.
5. Click the trackwheel.
6. Click **Save**.

To view the number of unopened messages again, set the **Display Message Count** field to **Unread**. To view the new message indicator, set the **Display New Message Indicator** field to **Yes**.

## About multiple message lists

Depending on your email setup option, you might be able to associate your BlackBerry® device with more than one email account. For example, you might be able to associate your device with a work email account and one or more personal email accounts. If you associate your device with more than one email account, multiple message lists might appear on your device. In a message list for a specific email account, you can open and manage email messages for that email account, and you can send messages using the email address for the email account. See the *BlackBerry Internet Service Online Help* for more information about associating your device with more than one email account.

Depending on your theme, a separate message list might appear for SMS and MMS messages.

## Use one message list or multiple message lists

By default, your BlackBerry® device theme determines whether SMS text messages appear in the same message list as email messages.

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Perform one of the following actions:
    - To use one message list for all messages, set the **SMS and Email Inboxes** field to **Combined**.
    - To separate SMS text messages from email messages, set the **SMS and Email Inboxes** field to **Separate**.
5. Click the trackwheel.
6. Click **Save**.

## Set how long your device stores messages

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Keep Messages** field.
5. Click the trackwheel.
6. Click **Save**.

To restore messages, set the **Keep Messages** field to a longer period of time. Messages that you received on your BlackBerry® device within the set period of time appear in a message list.

## Block incoming messages

If your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server, you might not be able to block PIN messages from contacts in your organization. For more information, contact your system administrator.

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Select the check box beside one or more message types.

4. Click the trackwheel.
5. Click **Save**.

**Note:** Blocked messages might contribute to your wireless service plan data usage. You can prevent messages from being forwarded to your device without contributing to data usage by turning off email message forwarding or using email message filters.

### Reset a blocked message counter

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Highlight a message type.
4. Click the trackwheel.
5. Click **Reset Count** or **Reset All Counts**.

## Message shortcuts

**In a message**

- To reply to a message, press **R**.
- To reply to all, press **L**.
- To forward a message, press **F**.
- To file a highlighted email message, press **I**.
- To view the email address of a contact, in a message, highlight the contact. Press **Q**. To view the display name again, press **Q**.

**In a message list**

- To open a highlighted message, press the **Enter** key.
- To compose a message from a message list, press **C**.
- To mark a message as opened or unopened, press the **Alt** key and **U**.
- To view received messages, press the **Alt** key and **I**.
- To view sent messages, press the **Alt** key and **O**.
- To view voice mail messages, press the **Alt** key and **V**.
- To view SMS text messages, press the **Alt** key and **S**.
- To view call logs, press the **Alt** key and **P**.
- To view all your messages again, press the **Escape** key.

**Move around a message list**

- To move up a screen, press the **Shift** key and the **Space** key.
- To move down a screen, press the **Space** key.
- To move to the top of a message list, press **T**.
- To move to the bottom of a message list, press **B**.
- To move to the next date, press **N**.
- To move to the previous date, press **P**.

- To move to the next unopened item, press **U**.
- To move to the next related message, press **J**.
- To move to the previous related message, press **K**.

# Message troubleshooting

## I cannot send SMS text messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
- Verify that your wireless service plan includes this service.
- Verify that fixed dialing is turned off.

## I am not receiving SMS text messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- Verify that your wireless service plan includes this service.
- Verify that your SIM card has enough available memory to store received SMS text messages.

## Some messages no longer appear on my device

If your BlackBerry® device memory is full, your device deletes the oldest messages from a message list. Your device does not delete saved messages.

If wireless email reconciliation is turned on, and, in the message options, the **Delete On** field is set to **Mailbox & Handheld**, email messages that you delete in the email application on your computer are also deleted from your device.

## A message or attachment is truncated

Try performing the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- If "More available" appears at the end of the message or attachment, click the trackwheel. Click **More** or **More All**.

## I cannot turn on cell broadcasting

Your SIM card might not support the display languages that you have selected for cell broadcast messages.

Clear the check box beside all languages that your SIM card does not support.

## I cannot use a shortcut to view one type of message in a message list

If you switch BlackBerry® devices and you restore device data from your previous device to your current device, the message list shortcuts for your previous device replace the message list shortcuts for your current device.

To view the shortcuts for viewing one type of message in a message list, view your list of saved searches.

# MMS messages

## MMS message basics

### About MMS messages

With an MMS phone number, you can send and receive MMS messages that contain media files such as .jpg, .gif, .wbmp, .midi, .vcf (vCard®), or .ics (iCalendar) files. An MMS phone number is a phone number that your wireless service provider enables for MMS messaging.

You can add pictures that are not copyright protected to an MMS message, but the message cannot exceed 300 KB.

### MMS prerequisites

- Verify that your BlackBerry® device supports MMS messaging.
- Verify that your wireless service plan includes this service.

Contact your system administrator or wireless service provider for more information.

### Find your MMS phone number

Open the phone.

The My Number field displays your phone number. If your wireless service provider has set up your BlackBerry® device for MMS messaging, this number is also your MMS phone number.

### Open an MMS message

1. In a message list, click an MMS message.
2. Click **Open**.

If MMS content does not appear when you open the message, click the trackwheel. Click **Retrieve**.

### Save a draft of a message

1. When composing a message, click the trackwheel.
2. Click **Save Draft**.

### Send an MMS message

1. In a message list, click the trackwheel.
2. Click **Compose MMS**.
3. If MMS templates are available, click a template.
4. Perform one of the following actions:

- If the contact is not in your address book, click **[Use Once]**. Click **Email** or **Phone**. Type an email address or an MMS phone number. Click the trackwheel.
- If the contact is in your address book, click a contact. Click an email address or MMS phone number.

5. Type a message.
6. Click the trackwheel.
7. Click **Send**.

## Create a slide show in an MMS message

1. When composing an MMS message, click the trackwheel.
2. Click **Attach Picture** or **Attach Audio**.
3. Click a picture or an audio file.
4. To add other pictures or audio files, repeat steps 1 through 3.
5. To customize the slide show, perform any of the following actions:
   - To add text to a slide, highlight the blank field below the attachment. Type text.
   - To set how long a slide appears, set the **Slide Duration** field.
   - To move an item on a slide, click the item. Click **Move Field**. Roll the trackwheel to the new location. Click the trackwheel.

## Record and send a voice note

You can record and send voice notes that are up to a minute long.

1. In the voice notes application, click **OK**.
2. Record a voice note.
3. To pause recording, click the trackwheel. To resume recording, press the **Escape** key.
4. When you finish recording, click the trackwheel.
5. Click **Send as MMS**.

## Set the importance level for a message

1. When composing a message, click the trackwheel.
2. Click **Options**.
3. Set the **Importance** field.
4. Click the trackwheel.
5. Click **Save**.

## Resend a message

1. In a sent message, click the trackwheel.
2. Perform one of the following actions:

- To change the message, click **Edit**. Change the message. Click the trackwheel. Click **Send**.
- To change the recipients, click **Edit**. Highlight a contact. Click the trackwheel. Click **Change Address**. Click a new contact. Click the trackwheel. Click **Send**.
- To resend the message without changing it, click **Resend**.

## Save a message

1. In a message, click the trackwheel.
2. Click **Save**.

## Reply to a message

1. In a message, click the trackwheel.
2. Click **Reply** or **Reply to All**.

## Forward an MMS message

You cannot forward MMS messages that contain content that is copyright protected.

1. In an MMS message, click the trackwheel.
2. Click **Forward** or **Forward As**.

## Delete a message

1. In a message, click the trackwheel.
2. Click **Delete**.

## Delete multiple messages

1. In a message list, highlight a date field.
2. Click the trackwheel.
3. Click **Delete Prior**.

**Note:** Email messages that you delete using the Delete Prior menu item are not deleted from the email application on your computer during email reconciliation.

## Mark a message as opened or unopened

In a message list, perform one of the following actions:

- Highlight a message. Click the trackwheel. Click **Mark Opened** or **Mark Unopened**.
- Highlight a date field. Click the trackwheel. Click **Mark Prior Opened**.

### Search for text in a message, attachment, web page, or memo

To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view.

1. In a message, attachment, web page, or memo, click the trackwheel.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, click the trackwheel. Click **Find Next**.

### View messages in a specific folder

1. In a message list, click the trackwheel.
2. Click **View Folder**.
3. Click a folder.
4. Click **Select Folder**.

## MMS message attachments

### Attach a media file to an MMS message

1. When composing an MMS message, click the trackwheel.
2. Click **Attach Picture** or **Attach Audio**.
3. Click a picture or audio file.

### Attach a contact or appointment to an MMS message

You can only send nonrecurring appointments in MMS messages. If you attach a meeting, the attendees are removed.

1. When composing an MMS message, click the trackwheel.
2. Perform one of the following actions:
    - To attach a contact, click **Attach Contact**. Click a contact.
    - To attach an appointment, click **Attach Appointment**. Highlight an appointment. Click the trackwheel. Click **Continue**.

### Save a picture from an MMS message

1. In an MMS message, click a picture.
2. Click **Save Picture**.

### Add an appointment to your calendar from an MMS message

1. In an MMS message, click an iCalendar attachment.

2. Click **View Appointment**.
3. Click the trackwheel.
4. Click **Add To Calendar**.

### Add a contact to your address book from an MMS message

1. In an MMS message, click a vCard® attachment.
2. Click **View Attachment**.
3. Click the trackwheel.
4. Click **Add Contact**.

## Message settings

### Request delivery or read notification for an MMS message

1. When composing an MMS message, click the trackwheel.
2. Click **Options**.
3. Perform any of the following actions:
    - To receive notification when the message is delivered to the recipient, set the **Confirm Delivery** field to **Yes**.
    - To receive notification when the recipient opens the message, set the **Confirm Read** field to **Yes**.
4. Click the trackwheel.
5. Click **Save**.

### Request delivery or read notification for all MMS messages

1. In the device options, click **MMS**.
2. In the **Notifications** section, perform one of the following actions:
    - To send delivery or read notification when a sender requests it, set the **Allow Delivery Confirmation** and **Allow Read Confirmation** fields to **Yes**.
    - To request delivery or read notification when you send MMS messages, set the **Confirm Delivery** and **Confirm Read** fields to **Yes**.
3. Click the trackwheel.
4. Click **Save**.

### View an address instead of a display name

1. In a message, click a contact.
2. Click **Show Address**.

To view the display name again, click a contact. Click **Show Name**.

### View the size of an MMS message before sending it

1. In an MMS message, click the trackwheel.
2. Click **Options**.

The Estimated Size field displays the size of the MMS message.

### Stop receiving MMS messages when roaming

1. In the device options, click **MMS**.
2. Set the **Multimedia Reception** and **Automatic Retrieval** fields to **Home Only**.
3. Click the trackwheel.
4. Click **Save**.

## Message list settings

### View more of the subject line for messages

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Perform any of the following actions:
    - Set the **Display Message Header On** field to **2 lines**.
    - Set the **Display Time** and **Display Name** fields to **No**.
5. Click the trackwheel.
6. Click **Save**.

### Hide the new or unopened message indicator

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Display Message Count** field to **None**.
5. Click the trackwheel.
6. Click **Save**.

To view the number of unopened messages again, set the **Display Message Count** field to **Unread**. To view the new message indicator, set the **Display New Message Indicator** field to **Yes**.

## Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete items in a message list, the phone, the address book, the calendar, the task list, the memo list, or the password keeper.

1. In an application, click the trackwheel.
2. Click **Options**.
3. Set the **Confirm Delete** field to **No**.
4. Click the trackwheel.
5. Click **Save**.

## About multiple message lists

Depending on your email setup option, you might be able to associate your BlackBerry® device with more than one email account. For example, you might be able to associate your device with a work email account and one or more personal email accounts. If you associate your device with more than one email account, multiple message lists might appear on your device. In a message list for a specific email account, you can open and manage email messages for that email account, and you can send messages using the email address for the email account. See the *BlackBerry Internet Service Online Help* for more information about associating your device with more than one email account.

Depending on your theme, a separate message list might appear for SMS and MMS messages.

## Use one message list or multiple message lists

By default, your BlackBerry® device theme determines whether SMS text messages appear in the same message list as email messages.

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Perform one of the following actions:
    - To use one message list for all messages, set the **SMS and Email Inboxes** field to **Combined**.
    - To separate SMS text messages from email messages, set the **SMS and Email Inboxes** field to **Separate**.
5. Click the trackwheel.
6. Click **Save**.

## Set how long your device stores messages

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Keep Messages** field.
5. Click the trackwheel.

6. Click **Save**.

To restore messages, set the **Keep Messages** field to a longer period of time. Messages that you received on your BlackBerry® device within the set period of time appear in a message list.

## Hide sent messages

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Hide Sent Messages** field to **Yes**.
5. Click the trackwheel.
6. Click **Save**.

**Note:** If you set your device to hide sent messages, sent messages continue to appear in the history of SMS text messages.

## Block MMS messages

1. In the device options, click **MMS**.
2. In the **Message Filtering** section, select the **Reject Anonymous Messages** check box or the **Reject Advertisements** check box.
3. Click the trackwheel.
4. Click **Save**.

## Block incoming messages

If your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server, you might not be able to block PIN messages from contacts in your organization. For more information, contact your system administrator.

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Select the check box beside one or more message types.
4. Click the trackwheel.
5. Click **Save**.

**Note:** Blocked messages might contribute to your wireless service plan data usage. You can prevent messages from being forwarded to your device without contributing to data usage by turning off email message forwarding or using email message filters.

## Reset a blocked message counter

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Highlight a message type.
4. Click the trackwheel.
5. Click **Reset Count** or **Reset All Counts**.

## Message shortcuts

**In a message**

- To reply to a message, press **R**.
- To reply to all, press **L**.
- To forward a message, press **F**.
- To file a highlighted email message, press **I**.
- To view the email address of a contact, in a message, highlight the contact. Press **Q**. To view the display name again, press **Q**.

**In a message list**

- To open a highlighted message, press the **Enter** key.
- To compose a message from a message list, press **C**.
- To mark a message as opened or unopened, press the **Alt** key and **U**.
- To view received messages, press the **Alt** key and **I**.
- To view sent messages, press the **Alt** key and **O**.
- To view voice mail messages, press the **Alt** key and **V**.
- To view SMS text messages, press the **Alt** key and **S**.
- To view call logs, press the **Alt** key and **P**.
- To view all your messages again, press the **Escape** key.

**Move around a message list**

- To move up a screen, press the **Shift** key and the **Space** key.
- To move down a screen, press the **Space** key.
- To move to the top of a message list, press **T**.
- To move to the bottom of a message list, press **B**.
- To move to the next date, press **N**.
- To move to the previous date, press **P**.
- To move to the next unopened item, press **U**.
- To move to the next related message, press **J**.
- To move to the previous related message, press **K**.

## Message troubleshooting

### I cannot send messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.

- If the menu item for sending a message does not appear, verify that you have added an email address or PIN for your contact.
- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Click the trackwheel. Click **Register Now**.
- Generate an encryption key.
- Verify that data service is turned on.
- Resend the message.

## I am not receiving messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Click the trackwheel. Click **Register Now**.
- Verify that data service is turned on.
- If you use email message filters, verify that the options for email message filters are set correctly.
- Verify that email message forwarding is turned on and that you have selected all the email message folders, including your inbox folder, that you want to receive email messages from.
- Verify that your device is not blocking messages. For more information, contact your system administrator.

## I cannot attach a file to an MMS message

Try performing the following actions:

- Verify that the file is a .vcf (vCard®) file, an .ics (iCalendar) file, or a media file (for example, a .jpg, .gif, or .midi file).
- Verify that the file size does not exceed 300 KB.
- Verify that the file is not copyright protected.
- If MMS templates are available for your BlackBerry® device, use a blank template to compose your MMS message.

## Some messages no longer appear on my device

If your BlackBerry® device memory is full, your device deletes the oldest messages from a message list. Your device does not delete saved messages.

If wireless email reconciliation is turned on, and, in the message options, the **Delete On** field is set to **Mailbox & Handheld**, email messages that you delete in the email application on your computer are also deleted from your device.

## A message or attachment is truncated

Try performing the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- If "More available" appears at the end of the message or attachment, click the trackwheel. Click **More** or **More All**.

## I cannot use a shortcut to view one type of message in a message list

If you switch BlackBerry® devices and you restore device data from your previous device to your current device, the message list shortcuts for your previous device replace the message list shortcuts for your current device.

To view the shortcuts for viewing one type of message in a message list, view your list of saved searches.

# Typing

## Typing basics

### Type a symbol

1. Press the **Symbol** key.
2. Type the letter that appears below the symbol.

### Type an accent or special character

To type an accented or special character, hold the letter key and roll the trackwheel. For example, to type ü, hold **U** and roll the trackwheel up until ü appears.

### Create a link for a PIN

When typing text, type **pin:** and the PIN.

### Create a phone number link for a conference call

1. Type a phone number for the conference call bridge.
2. Perform one of the following actions:
    - Type **X** and the access code.
    - Insert a pause or wait and type the access code.

**Note:** If you add a pause or wait when creating a phone number link for a conference call in a message, an appointment, or a meeting, type **Tel:** before the phone number for the conference call bridge. Do not type a space between Tel: and the phone number.

### Cut or copy text

1. With text highlighted, click the trackwheel.
2. Click **Cut** or **Copy**.

### Paste text

1. Place the cursor where you want to insert the cut or copied text.
2. Click the trackwheel.
3. Click **Paste**.

## Clear a field

1. When typing text, click the trackwheel.
2. Click **Clear Field**.

## Highlight a line of text

1. Place the cursor where you want to highlight the line of text.
2. Click the trackwheel.
3. Click **Select**.
4. Roll the trackwheel.

## Highlight text character by character

1. Place the cursor where you want to highlight the text.
2. Click the trackwheel.
3. Click **Select**.
4. Hold the **Alt** key and roll the trackwheel.

## Cancel a text selection

1. With text selected, click the trackwheel.
2. Click **Cancel Selection**.

## Set the cursor speed

1. In the device options, click **Screen/Keyboard**.
2. Set the **Key Rate** field.
3. Click the trackwheel.
4. Click **Save**.

## Set the default currency symbol

1. In the device options, click **Screen/Keyboard**.
2. Set the **Currency Key** field.
3. Click the trackwheel.
4. Click **Save**.

## Turn on key tones

1. In the device options, click **Screen/Keyboard**.

2. Set the **Key Tone** field to **On**.
3. Click the trackwheel.
4. Click **Save**.

### Use shortcut keys on the Home screen

By default, you can dial phone numbers from the Home screen. If your theme uses an application list, you can always use shortcut keys in the applications list.

1. In the phone, click the trackwheel.
2. Click **Options**.
3. Click **General Options**.
4. Set the **Dial From Home Screen** field to **No**.
5. Click the trackwheel.
6. Click **Save**.

To dial phone numbers from the Home screen again, set the **Dial From Home Screen** field to **Yes**.

## Typing input methods

### About typing in Arabic or Russian

If your BlackBerry® Device Software supports multiple languages and your keyboard displays Arabic or Russian letters, you can type in Arabic or Russian using the SureType® input method or the multi-tap input method.

When you use the SureType input method, you press the letter key for each letter in a word once, even if two letters appear on the key. As you type, a list of possible letter combinations and words appears on the screen. SureType technology selects letter combinations or words from the list based on context. If you try to type a word or letter combination (for example, a web address or an abbreviation) that SureType technology does not recognize, you can use the list that appears on the screen to build the word letter by letter. SureType technology is designed to "learn" new words or letter combinations that you type and add them to your custom word list.

When you use the multi-tap input method, you press a letter key once to type the first letter on a key and twice to type the second letter, if a second letter appears on the key.

SureType technology is the default typing input method for most fields. Multi-tap is the default for phone number and password fields. You can set your typing input method for all fields to multi-tap.

### Type in Arabic or Russian using SureType technology

Verify that your keyboard displays Arabic or Russian letters.

- Press the letter key for each letter in a word until you have typed the entire word.
- If your BlackBerry® device does not recognize the word that you have typed, perform one of the following actions:
    - To highlight an item in the list that appears when you type, roll the trackwheel.

- To select a highlighted item from the list that appears when you type and continue typing the same word, press the **Enter** key.
- To select a highlighted item from the list that appears when you type and start a new word, press the **Space** key.

### Type in Arabic or Russian using multi-tap

Verify that your keyboard displays Arabic or Russian letters.

- If you have set your typing input method to multi-tap or you are typing a phone number or password, perform one of the following actions:
  - To type the first letter on a key, press the letter key once.
  - To type the second letter on a key, press the letter key twice.

### Switch typing input methods

You can only switch typing input methods if the typing input language for your BlackBerry® device is Arabic or Russian.

1. In the device options, click **Language**.
2. Perform one of the following actions:
   - To use the multi-tap input method, set the **Input Language** field to **<Language> Multitap**.
   - To use the SureType® input method, set the **Input Language** field to **<Language>**.
3. Click the trackwheel.
4. Click **Save**.

### Set the typing input language

Verify that your BlackBerry® Device Software supports multiple languages. For more information, contact your system administrator or wireless service provider.

1. In the device options, click **Language**.
2. Set the **Input Language** field.
3. Click the trackwheel.
4. Click **Save**.

## Word list

### About the custom word list

If the typing input language for your BlackBerry® device is Arabic or Russian, and you type a word or letter combination that your device does not recognize, your device adds the word or letter combination to the custom word list. You can also add words or letter combinations manually to the custom word list.

Your device deletes words from the custom word list if you do not use them.

## Add a custom word list item

1. In the device options, click **Custom Wordlist**.
2. Click the trackwheel.
3. Click **New**.
4. Type a word or letter combination.
5. Click the trackwheel.
6. Click the trackwheel.
7. Click **Save**.

## Change a custom word list item

1. In the device options, click **Custom Wordlist**.
2. Click a custom word list item.
3. Click **Edit**.
4. Change the custom word list item.
5. Click the trackwheel.
6. Click **Save**.

## Delete a custom word list item

1. In the device options, click **Custom Wordlist**.
2. Highlight a custom word list item.
3. Click the trackwheel.
4. Click **Delete**.

## Delete all custom word list items

1. In the device options, click **Custom Wordlist**.
2. Highlight a custom word list item.
3. Click the trackwheel.
4. Click **Clear Custom Wordlist**.

## Stop displaying contacts in the list that appears when typing

By default, your BlackBerry® device recognizes contacts when you type them.

1. In the device options, click **Language**.
2. Click **Input Options**.
3. Set the **Use Address Book as Data Source** field to **Off**.

4. Click the trackwheel.
5. Click **Save**.

### Stop adding items to the custom word list automatically

1. In the device options, click **Language**.
2. Click **Input Options**.
3. Set the **Auto Word Learning** and **Automatic Word Learning from Messages** fields to **Off**.
4. Click the trackwheel.
5. Click **Save**.

## AutoText

### About AutoText

AutoText is designed to replace specific text that you type with preloaded AutoText entries. If you type text that can be replaced with an AutoText entry, the text changes after you press the Space key.

Your BlackBerry® device has built-in AutoText entries that correct common mistakes. For example, AutoText changes hte to the. You can create AutoText entries for your common typing mistakes or for abbreviations. For example, you might create an AutoText entry that replaces ttyl with talk to you later.

### Create an AutoText entry

1. In the device options, click **AutoText**.
2. Click the trackwheel.
3. Click **New**.
4. In the **Replace** field, type the text to replace.
5. In the **With** field, perform one of the following actions:
    - Type replacement text.
    - To insert a macro (for example, the current date or time), click the trackwheel. Click **Insert Macro**.
6. In the **Using** field, perform one of the following actions:
    - To capitalize the entry exactly as you typed it, click **Specified Case**.
    - To capitalize the entry according to the context, click **SmartCase**.
7. Set the language.
8. Click the trackwheel.
9. Click **Save**.

### Change an AutoText entry

1. In the device options, click **AutoText**.
2. Click an AutoText entry.
3. Click **Edit**.
4. Change the AutoText entry.
5. Click the trackwheel.
6. Click **Save**.

### Delete an AutoText entry

1. In the device options, click **AutoText**.
2. Highlight an AutoText entry.
3. Click the trackwheel.
4. Click **Delete**.

### Undo an AutoText change

Press the **Backspace/Delete** key twice.

### Turn off AutoText for SMS text messages

1. In the device options, click **SMS**.
2. Set the **Disable AutoText** field to **Yes**.
3. Click the trackwheel.
4. Click **Save**.

## Typing shortcuts

- To insert a period, press the **Space** key twice. The next letter is capitalized.
- To capitalize a letter, hold the letter key until the capitalized letter appears.
- To type the alternate character on a key, press the **Alt** key and the character key.
- To type an accented or special character, hold the letter key and roll the trackwheel. For example, to type ü, hold **U** and roll the trackwheel up until ü appears. Release the letter key when the accented or special character appears.
- To type a number in a number field, press a number key. You do not need to press the Alt key.
- To type a number in a password field, hold the **Alt** key and press the number key.
- To turn on NUM lock, press the **Alt** key and the **Left Shift** key.
- To turn on CAP lock, press the **Alt** key and the **Right Shift** key.
- To turn off NUM lock or CAP lock, press the **Shift** key.

- To switch typing input languages, on the Language screen, verify that the **Use Input Language Shortcut** field is set to **Yes**. Hold the **Alt** key and press the **Enter** key. Continue to hold the **Alt** key and highlight a language. Release the **Alt** key.

**Insert symbols**

- To insert an at sign (@) or a period (.) in an email address field, press the **Space** key.
- To type a symbol, press the **Symbol** key. Type the letter that appears below the symbol.
- To type the currency symbol assigned to the **Currency** key, press the **Currency** key.

**Work with text**

- To highlight a line of text, press the **Shift** key and roll the trackwheel.
- To highlight text character by character, hold the **Shift** key and roll the trackwheel.
- To cancel a text selection, press the **Escape** key.
- To cut highlighted text when typing, press the **Shift** key and the **Backspace/Delete** key.
- To copy highlighted text when typing, press the **Alt** key and click the trackwheel.
- To paste highlighted text when typing, press the **Shift** key and click the trackwheel.

# Search

## About search

In a message list, you can search using criteria that you set and you can save the search criteria for future use. You can also search for contacts or search for all messages that contain the same subject.

You can use the search application to search messages, contacts, calendar entries, tasks, and memos on your BlackBerry® device. You can also manage contacts, calendar entries, tasks, and memos from the search results list.

## Search for messages

You can save your search criteria so that you can repeat your search at another time.

1. In a message list, click the trackwheel.
2. Click **Search**.
3. Set the search criteria.
4. Click the trackwheel.
5. Perform one of the following actions:
    - To save the search criteria, click **Save**. Add a title. Click the trackwheel. Click **Save**.
    - To search the message list without saving your search criteria, click **Search**.
    - To search the message list using the criteria from your last search, click **Last**. Click the trackwheel. Click **Search**.

To stop a search, press the **Escape** key.

## Search criteria

**Name**:
Specify one or more contacts or email addresses that the search should find in messages. You can also specify part of the name to widen the search.

**In**:
Set in which address field the search should find the name.

**Subject**:
Type text that the search should find in the subject of messages.

**Message**:
Type text that the search should find in the body of messages.

**Service**:
If your BlackBerry® device is associated with more than one email account, set the type of email account from which the search should find messages.

**Folder**:
Set the folders in which the search should find messages.

**Show**:

Set the types of messages that the search should find.

**Type:**

Set which messages the search should find.

## View a list of saved searches

1. In a message list, click the trackwheel.
2. Click **Search**.
3. Click the trackwheel.
4. Click **Recall**.

## Change a saved search

1. In the list of saved searches, highlight a search.
2. Click the trackwheel.
3. Click **Edit Search**.
4. Edit the search criteria.
5. Click the trackwheel.
6. Click **Save**.

## Delete a saved search

1. In the list of saved searches, highlight a search.
2. Click the trackwheel.
3. Click **Delete Search**.

## Search for messages by contact or subject

1. In a message list, highlight a message.
2. Click the trackwheel.
3. Click one of the following menu items:
    - **Search Sender**
    - **Search Recipient**
    - **Search Subject**

## Search for text in a message, attachment, web page, or memo

To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view.

1. In a message, attachment, web page, or memo, click the trackwheel.

2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, click the trackwheel. Click **Find Next**.

## Search for organizer data and messages that contain specific information

1. In the search application, perform any of the following actions:
   - In the **Text** field, type text or a phone number to search for.
   - In the **Name** field, type a contact name to search for.
2. Select one or more applications.
3. Click the trackwheel.
4. Click **Search**.

**Note:** If you type more than one word in the **Text** or **Name** fields, only items that contain all the words appear.

The BlackBerry® device does not search file attachments if you search messages.

To stop a search, press the **Escape** key.

## Search shortcuts

- To search for a contact in a list of contacts, type the contact name or initials separated by a space.
- To search for text in a message or memo, press **S**.
- To search for text in an attachment or web page, press **F**.
- To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view. Press **F**.

# Attachments

## Attachment basics

### About attachments

You can view several file attachment types on your BlackBerry® device, including .zip, .htm, .html, .doc, .dot, .ppt, .pdf, .wpd, .txt, .vcf, and .xls files. You can also view .bmp, .gif, .jpg, .png, .tif, and .wmf files, and play .wav files.

If you save an email message that contains an attachment that you have opened, the email message and the attachment are stored in the device memory until you delete the email message.

### Open an attachment

Verify that your BlackBerry® device is associated with an email account that uses the BlackBerry Internet Service or a BlackBerry Enterprise Server that supports this feature. For more information, contact your wireless service provider or system administrator.

1. In a message, click the trackwheel.
2. Click **Open Attachment**.
3. If the message contains more than one attachment, on the Attachments screen, click an attachment. Click **Retrieve**.

### Follow a link in an attachment

Some attachments might contain links to embedded content, such as tables, pictures, footnotes, text boxes, or comments.

1. In an attachment, click a link.
2. Click **Retrieve**.

To return to the attachment, press the **Escape** key.

### View properties for an attachment

You can view the size, author, publication date, and other attachment properties for an attachment.

1. In an attachment, click the trackwheel.
2. Click **Retrieve Info** or **View Info**.

### Set font options for an attachment

1. In an attachment, click the trackwheel.
2. Click **Options**.
3. Set the font fields.
4. Click the trackwheel.
5. Click **Save**.

### Search for text in a message, attachment, web page, or memo

To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view.

1. In a message, attachment, web page, or memo, click the trackwheel.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, click the trackwheel. Click **Find Next**.

## Document attachments

### Type a password for a password-protected .pdf file attachment

You can open password-protected .pdf files created with Adobe® Acrobat® version 4.0 or earlier.

1. When the "Password protected document" message appears, press the **Escape** key.
2. Click **Password**.
3. Type the password.
4. Press the **Enter** key.
5. Click the trackwheel.
6. Click **Retrieve**.
7. Click **Yes**.

### View tracked changes in a document

1. In a document, click the trackwheel.
2. Click **Show Changes**.

To hide tracked changes, click the trackwheel. Click **Hide Changes**.

### View the table of contents in a document

Depending on the document type, you might not be able to view the table of contents.

1. In a document, click the trackwheel.
2. Click **Table of Contents**.

To move to a specific heading, click a heading. Click **View**.

# Spreadsheet attachments

## Move to a specific cell

1. In a spreadsheet, click the trackwheel.
2. Click **Go to Cell**.
3. Type the cell co-ordinates.
4. Click the trackwheel.

## View the content of a cell

1. In a spreadsheet cell, click the trackwheel.
2. Click **View Cell**.

## View a list of worksheets

1. In a spreadsheet, click the trackwheel.
2. Click **Table of Contents**.

To move to a specific worksheet, click a worksheet. Click **View**.

## Switch worksheets

1. In a spreadsheet, click the trackwheel.
2. Click **Next Sheet** or **Prev Sheet**.

## Change the size of a column

In a spreadsheet, perform one of the following actions:

- To change the size of a column, click the column label. Click a size.
- To view all the text in a column, click the column label. Click **Fit**.
- To change the size of all the columns in the spreadsheet, click the unmarked column label in the upper-left corner of the spreadsheet. Click a size.
- To change the column size for all spreadsheets, click the trackwheel. Click **Options**. Set the **Column Width** field. Click the trackwheel. Click **Save**.

## Set display options for a spreadsheet

1. In a spreadsheet, click the trackwheel.
2. Click **Options**.
3. Perform any of the following actions:

- To view the gridlines in the spreadsheet, set the **Show Gridlines** field to **Yes**.
- To label spreadsheet rows with numbers and columns with letters, set the **Display Labels** field to **Yes**.

4. Click the trackwheel.
5. Click **Save**.

# Media attachments

## View a list of pages in a multi-page .tif file attachment

View a list of pages in a multi-page .tif file attachment, such as a scanned fax document saved as a .tif file.

1. In a multi-page .tif file attachment, click the trackwheel.
2. Click **Table of Contents**.

To move to a specific page, click a page. Click **View**.

## Switch pages in a multi-page .tif file attachment

1. In a multi-page .tif file attachment, click the trackwheel.
2. Click **Next Page** or **Prev Page**.

## Enhance a section of a picture

1. In an attachment, click the trackwheel.
2. Click **Zoom**.
3. Roll the trackwheel up to zoom in to the attachment.
4. Click the trackwheel.
5. Click the trackwheel again.
6. Click **Enhance**.

# Presentation attachments

## Switch presentation views

1. In a presentation, click the trackwheel.
2. Perform one of the following actions:
   - To view text only, click **View Text**.
   - To view text and slides, click **View Both**.
   - To view the presentation in its original format, click **View Slides**.

### Switch slides

1. In a presentation, click the trackwheel.
2. Click **Next Slide** or **Prev Slide**.

### Rotate a slide

1. When viewing a presentation in slide view, click a slide.
2. Click **Rotate**.

### Zoom in to or out from a slide

1. When viewing a presentation in slide view, click a slide.
2. Click **Zoom**.
3. Roll the trackwheel.

To zoom back to the original slide size, click the trackwheel twice. Click **Zoom 1:1**.

### Save a slide

1. When viewing a presentation in slide view, click a slide.
2. Click **Save Image**.
3. Type a name for the file.
4. Click **Save**.

## vCard contact attachments

### About vCard contact attachments

vCard® contact attachments (.vcf files) contain information for a specific contact. When you add a vCard contact attachment to an email message, recipients of your email message can view your contact information or add it their BlackBerry® device address book. When you open an email message that contains a vCard contact attachment, a book icon appears at the end of the message with the name of the attached contact.

### Open a vCard contact attachment

1. In a message, click a vCard® contact attachment.
2. Click **View Attachment**.

### Add a contact to your address book from a vCard contact attachment

1. In a vCard® contact attachment, click the trackwheel.

2. Click **Add to Address Book** or **Update Address**.

## Attachment shortcuts

- To search for text in an attachment, press **F**.
- To move to the last cursor position after closing and reopening an attachment, press **G**.

**In a spreadsheet**

- To move to a specific cell, press **G**.
- To view the content of a cell, press the **Space** key.
- To switch worksheets, press **V**. Highlight a worksheet. Press the **Enter** key.
- To view hidden columns or rows, press **H**.
- To hide the columns or rows again, press **H**.

**In a presentation**

- To switch presentation views, press **M**.
- To move to the next slide, press **N**.
- To move to the previous slide, press **P**.
- To move to the last cursor position after closing and reopening a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view. Press **G**.

## Attachment troubleshooting

### A skipped content bar appears in a document

More attachment content is available for you to download to your BlackBerry® device.

To download the content, click the skipped content bar. Click **More**.

### A message or attachment is truncated

Try performing the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- If "More available" appears at the end of the message or attachment, click the trackwheel. Click **More** or **More All**.

### A question mark appears on a slide

A question mark appears on a slide if your BlackBerry® device has not downloaded the slide.

To view the slide, highlight the slide. Click the trackwheel. Click **Retrieve**.

# Synchronization

## About synchronization

The wireless data synchronization feature is designed to synchronize organizer data (contacts, calendar entries, tasks, and memos) between your BlackBerry® device and the email application on your computer over the wireless network.

The wireless email reconciliation feature is designed to reconcile email messages between your device and the email application on your computer over the wireless network. When you file or delete email messages on your device, these email messages should be filed or deleted in your email application. Likewise, any changes that you make to email messages in the email application on your computer should be reflected on your device.

If wireless data synchronization or wireless email reconciliation is not available on your device or you have turned them off, you can use the synchronization tool of the BlackBerry Desktop Manager. See the *BlackBerry Desktop Software Online Help* for more information.

## Wireless email reconciliation prerequisites

- If your BlackBerry® device is associated with the BlackBerry Internet Service, verify that your wireless service provider supports this feature.
- If your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server, verify that the BlackBerry Enterprise Server supports this feature. For more information, contact your system administrator.

## Reconcile email messages over the wireless network

Set the Wireless Reconcile option for each email address that is associated with your BlackBerry® device.

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **Email Reconciliation**.
4. Set the **Wireless Reconcile** field to **On**.
5. Click the trackwheel.
6. Click **Save**.

To stop reconciling email messages over the wireless network, set the **Wireless Reconcile** field to **Off**.

## Delete email messages over the wireless network

Set the Delete On option for each email address that is associated with your BlackBerry® device.

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **Email Reconciliation**.
4. Set the **Delete On** field.

5. Click the trackwheel.
6. Click **Save**.

It takes a short period of time for messages to be deleted over the wireless network.
To delete messages on your device only, set the **Delete On** field to **Handheld**.

## Wireless data synchronization prerequisites

- Verify that you have synchronized your organizer data using the synchronization tool of the BlackBerry® Desktop Manager. For more information, see the *BlackBerry Desktop Software Online Help*.
- Verify that your BlackBerry device is associated with an email account that uses a BlackBerry Enterprise Server that supports this feature. For more information, contact your system administrator.

## Synchronize organizer data over the wireless network

1. In the address book, calendar, task list, or memo list, click the trackwheel.
2. Click **Options**.
3. Set the **Wireless Synchronization** field to **Yes**.
4. Click the trackwheel.
5. Click **Save**.

To stop synchronizing organizer data over the wireless network, set the **Wireless Synchronization** field to **No**.

## About synchronization conflicts

A synchronization conflict occurs when you change the same email message or organizer data item on your BlackBerry® device and in the email application on your computer.

If you reconcile your email messages using wireless email reconciliation, on your device, you can set whether the email messages on your device or the email messages on your computer take precedence when an email reconciliation conflict occurs.

If you synchronize your organizer data using wireless data synchronization, the organizer data on your computer takes precedence over the organizer data on your device when a data synchronization conflict occurs.

## Manage email reconciliation conflicts

Set the On Conflicts option for each email address that is associated with your BlackBerry® device.

1. In a message list, click the trackwheel.
2. Click **Options**.
3. Click **Email Reconciliation**.
4. Set the **On Conflicts** field.
5. Click the trackwheel.
6. Click **Save**.

## Manage data synchronization conflicts

You can set how organizer data synchronization conflicts are resolved by turning off wireless data synchronization, setting conflict resolution options and synchronizing organizer data using the synchronization tool of the BlackBerry Desktop Manager. See the *BlackBerry Desktop Software Online Help* for more information about managing organizer data synchronization conflicts.

## About backing up and restoring device data

If you have installed the BlackBerry® Desktop Software on your computer, you can back up and restore most of your BlackBerry device data, including messages, organizer data, fonts, saved searches, and browser bookmarks using the backup and restore tool of the BlackBerry Desktop Manager. For more information, see the *BlackBerry Desktop Software Online Help*.

If your device is associated with an email account that uses a BlackBerry Enterprise Server, you might be able to restore synchronized organizer data to your device over the wireless network. To restore synchronized organizer data over the wireless network, you must have an enterprise activation password. For more information, contact your system administrator.

## Wireless data restoration prerequisites

- Verify that your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later.
- Verify that your system administrator has provided you with an enterprise activation password.
- Verify that your device is connected to the wireless network.

## Delete all device data

Verify that you have a backup copy of your BlackBerry® device data.

**CAUTION:** If you have turned on content protection, the process for deleting all device data can take up to an hour to complete. You cannot stop the process after you start it. If you reset your device, the process continues after the device restarts.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Click the trackwheel.
4. Click **Wipe Handheld**.
5. Click **Continue**.
6. Type **blackberry**.

## Empty the deleted items folder on your computer from your device

Verify that your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server that supports this feature and that wireless email reconciliation is turned on. For more information, contact your system administrator.

1. In a message list, click the trackwheel.
2. Click **Options**.

3. Click **Email Reconciliation**.
4. Click the trackwheel.
5. Click **Purge Deleted Items**.
6. Click **Yes**.

# Synchronization troubleshooting

## Email messages are not reconciling over the wireless network

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that wireless email reconciliation is turned on.
- Reconcile email messages manually. In a message list, click the trackwheel. Click **Reconcile Now**.

## I am not receiving email messages from personal folders on my computer

If your BlackBerry® device is associated with a Microsoft® Outlook® email account, you must use the synchronization tool of the BlackBerry Desktop Manager to reconcile email messages in personal folders. See the *BlackBerry Desktop Software Online Help* for more information.

## Email messages are not being deleted over the wireless network

Try performing the following actions:

- If you delete multiple email messages on your BlackBerry® device, highlight the email messages and press the **Backspace/ Delete** key. If you delete multiple email messages using the Delete Prior menu item, the email messages are not deleted during wireless email reconciliation.
- In the email reconciliation options, verify that the **Delete On** field is set to **Mailbox & Handheld**.

## Organizer data is not synchronizing over the wireless network

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that wireless data synchronization is turned on in the address book, calendar, task list, and memo list.

## Custom address book field data is not appearing on my computer

You can only synchronize the data in a custom address book field with a text field in the email application on your computer. For example, you cannot add a contact's birthday to a custom address book field on your BlackBerry® device and synchronize it with the email application on your computer, because the birthday field is a date field in the email application on your computer.

## Some characters in calendar entries do not appear correctly after synchronization

If you schedule appointments or meetings on your BlackBerry® device that contain special characters or accents, your computer might not support these characters.

On your computer, verify that you are using the correct default code page and that the correct font support is installed on your computer. See the documentation for the operating system on your computer for more information.

# Browser

## Browser basics

### About browser configurations

The browser on your BlackBerry® device supports multiple browser configurations for optimizing your browsing experience.

The BlackBerry Browser configuration optimizes the appearance of HTML web pages in the browser. If your BlackBerry device is associated with an email account that uses a BlackBerry Enterprise Server that supports the BlackBerry Browser, you can use the BlackBerry Browser configuration to browse the Internet and your organization's intranet. If your BlackBerry device is associated with an email account that uses BlackBerry Enterprise Server Version 4.1 or later, you can also use the BlackBerry Browser configuration to view .doc, .pdf, .txt, .wpd, and .xls files in the browser. If you use the BlackBerry Browser configuration, you might not be able to change some browser options.

The Internet Browser configuration also optimizes the appearance of HTML web pages in the browser. You can use the Internet Browser configuration to access web pages that enable you to subscribe to BlackBerry web push services or access ring tones. Depending on your wireless service provider, the Internet Browser configuration might not be available on your device or might use a different name. For more information about the Internet Browser configuration, contact your wireless service provider.

The WAP Browser configuration optimizes the appearance of WML web pages in the browser. You can use the WAP Browser configuration to access web pages from your wireless service provider that enable you to configure your account information and subscribe to services such as voice mail.

### Visit a web page

1. In the browser, click the trackwheel.
2. Click **Go To**.
3. Perform one of the following actions:
    - Type a web address. Click the trackwheel.
    - Highlight a web address. Click the trackwheel.
    - Highlight a web address. Click the trackwheel. Click **Edit**. Change the web address. Click the trackwheel.
4. Click **OK**.

### Follow a link

1. Click a link.
2. Click **Get Link**.

### Move back or forward a web page

1. On a web page, click the trackwheel.

2. Click **Back** or **Forward**.

## View a thumbnail version of a web page

1. On a web page, click the trackwheel.
2. Click **Page Overview**.

## Move to a section of a long web page quickly

1. In a thumbnail version of the web page, position your cursor on the location of the web page you want to view.
2. Press any key to close the thumbnail.

The section of the web page that you want to view appears on the screen.

## Move through a web page line by line

1. On a web page, click the trackwheel.
2. Click **Select Mode**.

To select only links and fields as you move through a web page, click the trackwheel. Click **View Mode**.

## Search for text in a message, attachment, web page, or memo

To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view.

1. In a message, attachment, web page, or memo, click the trackwheel.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, click the trackwheel. Click **Find Next**.

## Refresh a web page

1. On a web page, click the trackwheel.
2. Click **Refresh**.

## View a list of web pages you visited recently

1. On a web page, click the trackwheel.
2. Click **History**.

## Stop loading a web page

1. When a web page is loading, click the trackwheel.
2. Click **Stop**.

### Return to the home page

1. On a web page, click the trackwheel.
2. Click **Home**.

### Hide the browser

1. In the browser, click the trackwheel.
2. Click **Hide**.

### Close the browser

1. In the browser, click the trackwheel.
2. Click **Close**.

## Links, pictures, and web page addresses

### View the address for a link or picture

1. On a web page, highlight a link or picture.
2. Click the trackwheel.
3. Click **Link Address** or **Image Address**.

### View the address for a web page

1. On a web page, click the trackwheel.
2. Click **Page Address**.

### Copy an address for a web page, link, or picture

1. On a web page, perform one of the following actions:
    - Highlight a link. Click the trackwheel. Click **Link Address**.
    - Highlight a picture. Click the trackwheel. Click **Image Address**.
    - Click the trackwheel. Click **Page Address**.
2. Click **Copy Address**.

To paste the address, click the trackwheel. Click **Paste**.

### Forward a link or picture from a web page

1. On a web page, highlight a link or picture.

2. Click the trackwheel.
3. Click **Link Address** or **Image Address**.
4. Click **Send Address**.
5. Click a message type.

To return to the browser after you send the message, press the **Escape** key.

## Forward a web page address

1. On a web page, click the trackwheel.
2. Click **Send Address**.
3. Click a message type.

To return to the browser after you send the message, press the **Escape** key.

## View a full picture on a web page

1. On a web page, highlight a picture.
2. Click the trackwheel.
3. Click **Full Image**.

## Zoom in to or out from a picture

1. In a picture, click the trackwheel.
2. Click **Zoom**.
3. Roll the trackwheel.

To zoom back to the original picture size, click the trackwheel. Click **Zoom 1:1**.

## Rotate a picture

1. In a picture, click the trackwheel.
2. Click **Rotate**.

The picture turns 90 degrees in a clockwise direction.

## Set how pictures load in the browser

1. In the browser, click the trackwheel.
2. Click **Options**.
3. Click **Browser Configuration**.
4. Perform one of the following actions:
    - To load pictures on WML web pages only, set the **Show Images** field to **On WML Pages Only**.
    - To stop pictures from loading on all web pages, set the **Show Images** field to **No**.

- To turn off placeholders for pictures, set the **Show Image Placeholders** field to **No**.

5. Click the trackwheel.
6. Click **Save Options**.

### Load pictures on a web page

1. On a web page, click the trackwheel.
2. Perform one of the following actions:
   - To load some pictures, click **More Images**.
   - To load all pictures, click **All Images**.

## Web page requests

### About saving web pages and web page requests

While a web page is loading, you can save the web page request in a message list. When you save a web page request, you can use other pages while you are waiting for the web page to load.

You can also save web pages to a message list. When you save a web page, you can view the text on the page at any time. A saved web page displays content that was current at the time that the web page was saved.

### Save a web page request to a message list

1. When a web page is loading, click the trackwheel.
2. Click **Save Request**.

### Save a web page to a message list

1. On a web page, click the trackwheel.
2. Click **Save Page**.
3. Type a title.
4. Click **OK**.

## Bookmarks

### About bookmarks

You can add bookmarks for web pages that you visit frequently. When you add a bookmark, you can set whether you want to make the web page available offline and whether you want the browser to check the web page for updates periodically. Bookmarks for web pages that have been updated since the last time you visited them appear in italic.

## Add a bookmark

1. On a web page, click the trackwheel.
2. Click **Add Bookmark**.
3. In the **Auto Synchronize** field, set how often the browser should check for updates to the web page.
4. In the **Start time** field, set the time of day when the browser should start checking for updates.
5. Click the trackwheel.
6. Click **Add**.

## Make a web page available offline

When adding a bookmark, select the **Available Offline** check box.

If you visit the web page offline, the browser displays the information that was current the last time that you viewed the web page online.

## Change a bookmark

1. On a web page, click the trackwheel.
2. Click **Bookmarks**.
3. Highlight a bookmark.
4. Click the trackwheel.
5. Click **Edit Bookmark**.
6. Change the bookmark.
7. Click the trackwheel.
8. Click **Accept**.

## Forward a bookmark

1. In the bookmark list, highlight a bookmark.
2. Click the trackwheel.
3. Click **Send Bookmark**.
4. Click a message type.

To return to the browser after you send the message, press the **Escape** key.

## Delete a bookmark

1. On a web page, click the trackwheel.
2. Click **Bookmarks**.
3. Highlight a bookmark.
4. Click the trackwheel.

5. Click **Delete Bookmark**.

## Add a bookmark folder

1. On a web page, click the trackwheel.
2. Click **Bookmarks**.
3. Click the trackwheel.
4. Click **Add Subfolder**.

## File a bookmark

1. On a web page, click the trackwheel.
2. Click **Bookmarks**.
3. Highlight a bookmark.
4. Click the trackwheel.
5. Click **Move Bookmark**.
6. Roll the trackwheel to the new location.
7. Click the trackwheel.

## Expand a folder

1. Click a folder with a plus sign (+) beside it.
2. Click **Expand**.

## Collapse a folder

1. Click a folder with a minus sign (-) beside it.
2. Click **Collapse**.

## Rename a bookmark folder

You can only rename folders that you created.

1. Highlight a folder.
2. Click the trackwheel.
3. Click **Rename Folder**.

## Delete a bookmark folder

You can only delete folders that you created.

1. Highlight a folder.
2. Click the trackwheel.

3. Click **Delete Folder**.

# Web feeds

## About web feeds

Web feeds provide you with information about updates to web site content. You can open a web feed to view a list of titles and descriptions for updated web site content. If a title interests you, you can click it to view the content. For example, if you open a sports web feed for a news web site, you can scan a list of sports stories that the web site has published since the last time that you checked the web feed.

You can open web feeds on web pages, or you can subscribe to web feeds and open them from your bookmark list. In your bookmark list, web feeds that have been updated since the last time you checked them appear in italic. In a web feed, unopened web feed titles appear in bold.

If one or more web feeds are available on a web page, the Add Web Feed option appears in the menu.

## Subscribe to a web feed

1. On a web page, click the trackwheel.
2. Click **Add Web Feed**.
3. Select the check box beside a web feed.
4. In the **Auto Synchronize** field, set how often the browser should check for updates to the web feed.
5. In the **Start time** field, set the time of day when the browser should start checking for updates.
6. Click the trackwheel.
7. Click **Add**.

## View the description for a web feed title

1. In a web feed, highlight a title.
2. Click the trackwheel.
3. Click **Show Description**.

To hide a description, highlight a title. Click the trackwheel. Click **Hide Description**.

## View the full content for a web feed title

1. In a web feed, highlight a title.
2. Click the trackwheel.
3. Click **Read Story**.

## Mark a web feed title as opened or unopened

In a web feed, perform one of the following actions:

- Highlight a title. Click the trackwheel. Click **Mark Opened** or **Mark Unopened**.
- Highlight a date field. Click the trackwheel. Click **Mark Prior Opened**.

### Change a web feed

1. On a web page, click the trackwheel.
2. Click **Bookmarks**.
3. Highlight a web feed.
4. Click the trackwheel.
5. Click **Edit Bookmark**.
6. Change the web feed.
7. Click the trackwheel.
8. Click **Save**.

### File a web feed

1. On a web page, click the trackwheel.
2. Click **Bookmarks**.
3. Highlight a web feed.
4. Click the trackwheel.
5. Click **Move Bookmark**.
6. Roll the trackwheel to the new location.
7. Click the trackwheel.

### Delete a web feed

1. On a web page, click the trackwheel.
2. Click **Bookmarks**.
3. Highlight a web feed.
4. Click the trackwheel.
5. Click **Delete Bookmark**.

## Browser settings

### Clear a browser cache

1. In the browser, click the trackwheel.
2. Click **Options**.
3. Click **Cache Operations**.

4. Beside a cache type, click **Clear**.

## Clear browser history

1. In the browser, click the trackwheel.
2. Click **Options**.
3. Click **Cache Operations**.
4. Click **Clear History**.

## Turn on JavaScript support

Verify that your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later.

1. In the browser, click the trackwheel.
2. Click **Options**.
3. Click **Browser Configuration**.
4. Select the **Support JavaScript** check box.
5. Click the trackwheel.
6. Click **Save Options**.

## Set the number of times animated graphics repeat

Verify that your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later.

1. In the browser, click the trackwheel.
2. Click **Options**.
3. Click **General Properties**.
4. Set the **Repeat Animations** field.
5. Click the trackwheel.
6. Click **Save Options**.

## Set the web content type that the browser accepts

1. In the browser, click the trackwheel.
2. Click **Options**.
3. Click **Browser Configuration**.
4. Set the **Content Mode** field.
5. Click the trackwheel.
6. Click **Save Options**.

## Set the home page

Depending on your wireless service provider, you might not be able to set the home page.

1. In the browser, click the trackwheel.
2. Click **Options**.
3. Click **Browser Configuration**.
4. In the **Home Page Address** field, type a web address.
5. Click the trackwheel.
6. Click **Save Options**.

## Set the default browser configuration

1. In the device options, click **Advanced Options**.
2. Click **Browser**.
3. Set the **Default browser configuration** field.
4. Click the trackwheel.
5. Click **Save**.

## Set the character encoding for all web pages

By default, your BlackBerry® device uses the optimal character encoding for a web page.

1. On a web page, click the trackwheel.
2. Click **Set Encoding**.
3. Clear the **Auto mode** check box.
4. Set the **Default charset** field.
5. Click **OK**.

## Receive a prompt before running a script

1. In the browser, click the trackwheel.
2. Click **Options**.
3. Click **General Properties**.
4. Select the **Prompt Before Running WML Scripts** check box.
5. Click the trackwheel.
6. Click **Save Options**.

## Receive a prompt before closing the browser

By default, your BlackBerry® device closes the browser without prompting you when you hold the **Escape** key.

1. In the browser, click the trackwheel.

2. Click **Options**.
3. Click **General Properties**.
4. Select the **Prompt Before Closing Browser On Escape** check box.
5. Click the trackwheel.
6. Click **Save Options**.

# Browser security

## About TLS

The BlackBerry® Browser configuration is designed to use TLS or SSL to encrypt data that your device sends or receives over the Internet through the BlackBerry Enterprise Server. Communication between your device and the BlackBerry Enterprise Server is encrypted using Triple DES. Communication between the BlackBerry Enterprise Server and content servers is encrypted using SSL or TLS. To increase security, you can set up TLS for HTTP connections between your device and the BlackBerry Enterprise Server and use Triple DES encryption for all other communication between your device and the BlackBerry Enterprise Server.

## About WTLS

The WAP Browser configuration is designed to use WTLS to encrypt data that your BlackBerry® device sends and receives over the Internet through a WAP gateway. Communication between your device and the WAP gateway is encrypted using WTLS. Communication between the WAP gateway and content servers is encrypted using TLS or SSL.

## Manage browser security

1. In the device options, click **Security Options**.
2. Click **TLS** or **WTLS**.
3. Set the security options.
4. Click the trackwheel.
5. Click **Save**.

## TLS options

**TLS Default:**
Set the type of TLS or SSL connection that your browser uses for HTTP connections. To use a direct TLS or SSL connection, set this field to **Handheld**. To use Triple DES and TLS or SSL, set this field to **Proxy**.

**Allow HTTP Redirections:**
Set whether a prompt appears before a secure web page redirects your browser to another web page.

**Protocol:**
Set the protocol that your BlackBerry® device uses for TLS connections between the browser and content servers.

**Encryption Strength:**

Set whether your browser only accepts and sends data that is encrypted using 128-bit encryption. To only accept and send data that is encrypted using 128-bit encryption, set this field to **Strong Only**. To accept and send data that is encrypted using 128-bit encryption or 56-bit encryption, set this field to **Allow Weak**.

**Allow FIPS Algorithms Only:**

Set whether your browser accepts and sends data that is encrypted using only FIPS-approved algorithms.

**Prompt for Server Trust:**

Set whether a prompt appears when your browser tries to connect to an untrusted content server that your device does not have a authentication certificate for.

**Prompt for Domain Name:**

Set whether a prompt appears when your browser tries to connect to a content server and the domain name on the authentication certificate for the content server does not match the web address to which the browser is trying to connect.

**Prompt for Certificate:**

Set whether a prompt appears when your browser tries to connect to a content server. You might want a prompt to appear if your device has more than one certificate that you use to authenticate with content servers.

**Prompt if Client Cert Not Found:**

Set whether a prompt appears when your browser tries to connect to a content server, but your device does not have a certificate that can be used to authenticate with the content server.

**Default Client Certificate:**

Set the certificate that your browser uses to authenticate with content servers.

## WTLS options

**Encryption Strength:**

Set whether your browser only accepts and sends data that is encrypted using 128-bit encryption. To only accept and send data that is encrypted using 128-bit encryption, set this field to **Strong Only**. To accept and send data that is encrypted using 128-bit encryption or 56-bit encryption, set this field to **Allow Weak**.

**Prompt for Server Trust:**

Set whether a prompt appears when your browser tries to connect to an untrusted content server that your device does not have a authentication certificate for.

## Add a trusted content server

Add content servers to your trusted content server list to accelerate the authentication process when you are authenticating with a content server.

1. In the device options, click **Security Options**.
2. Click **TLS**.
3. Click the trackwheel.
4. Click **Add Host**.
5. Perform one of the following actions:
   - If the **TLS Default** field is set to **Proxy**, in the **Host Name** field, type the web address for the content server.
   - If the **TLS Default** field is set to **Handheld**, in the **Host Name** field, type the web address for the content server. Set the **Certificate** field to the client certificate that you want to use to authenticate with the content server.
6. Click **OK**.

7. Click the trackwheel.
8. Click **Save**.

# Browser push

## About browser push

Browser push is designed to push information from a web application to your BlackBerry® device as the information becomes available. For example, you can use browser push to receive updates for weather reports, stock quotes, or breaking news. When your device receives an update, a new browser push message might appear in a message list or, an on the Home screen or in the application list might change to indicate that new information is available. The web application might also push updated information to your browser cache without notifying you. If information is pushed to your browser cache, the information is available on your device even when your device is not connected to the wireless network.

Your device supports different types of browser push messages. Service loading messages include updated information. Service indication messages include a link to updated information. Other browser push messages include messages that appear in your browser cache.

## Turn on browser push

1. In the device options, click **Advanced Options**.
2. Click **Browser Push**.
3. Perform one of the following actions:
    - To accept all browser push messages, select the **Enable Push** check box.
    - To accept browser push messages through a BlackBerry® Enterprise Server or BlackBerry Internet Service only, select the **Enable Push** check box and clear the **Enable WAP Push** check box.
    - To accept browser push messages through WAP gateways only, select the **Enable Push** check box and clear the **Enable MDS Push** check box.
4. Click the trackwheel.
5. Click **Save**.

## Browser push options

**Process MDS:**
Set whether your BlackBerry® device accepts browser push messages from the BlackBerry Enterprise Server or BlackBerry Internet Service.

**MDS Hosts:**
Set whether your device accepts push messages from all BlackBerry Enterprise Servers or BlackBerry Internet Services, or no BlackBerry Enterprise Servers or BlackBerry Internet Services.

**Process SMSC:**
Set whether your device accepts SMS-based browser push messages.

**SMSC Hosts:**

Set which SMSC hosts your device accepts browser push messages from. To accept browser push messages from a specific SMSC host, type the phone number for the SMSC host.

**Process IP:**

Set whether your device accepts browser push messages that web applications send through a WAP gateway.

**IP Hosts:**

Set which WAP gateways your device accepts browser push messages from. To accept browser push messages from a specific IP host, type the IP address for the WAP gateway.

## Browser shortcuts

- To insert a period (.) in the Go To dialog box, press the **Space** key.
- To insert a slash mark (/) in the Go To dialog box, press the **Shift** key and the **Space** key.
- To open the browser options, in the browser, press **O**.
- To stop loading a web page, press the **Escape** key.
- To hide the browser, press **D**.
- To close the browser, hold the **Escape** key.

**On a web page**

- To move to a specific web page, press **G**.
- To return to the home page, press **H**.
- To open the bookmark list, press **K**.
- To add a bookmark, press **A**.
- To view a list of web pages that you have visited recently, press **I**.
- To refresh a web page, press **R**.
- To view the address for a link, highlight a link. Press **L**.
- To view the address for a web page, press **P**.
- To save a web page to a message list, press **S**.
- To follow a highlighted link, press the **Enter** key.
- To hide the banner, press **U**.
- To view the banner again, press **U**.
- To view a thumbnail version of a web page, press **X**. To return to the normal view, press any key.

**Navigate a web page**

- To move up a screen, press the **Shift** key and the **Space** key.
- To move down a screen, press the **Space** key.
- To move to the top of a web page, press **T**.
- To move to the bottom of a web page, press **B**.

# Browser troubleshooting

## No browser is available on my device

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that your wireless service plan includes this service.

## I cannot set up automatic synchronization for bookmarks

When you add a bookmark, you can only set the Auto Synchronize and Start Time fields if content protection is turned off.

# Applications

## Add an application

1. On a web page, highlight a link for an application.
2. Click the trackwheel.
3. Click **Get Link**.
4. Click **Download**.
5. Click **OK**.

## View properties for an application

1. In the device options, click **Advanced Options**.
2. Click **Applications**.
3. Click an application.
4. Click **View Properties**.

## Delete a third-party application

1. In the device options, click **Advanced Options**.
2. Click **Applications**.
3. Highlight a third-party application.
4. Click the trackwheel.
5. Click **Delete**.

## View the size of an application database

1. In the device options, click **Status**.
2. Click the trackwheel.
3. Click **Database Sizes**.

## Application troubleshooting

### I cannot add applications

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.

- Verify that your device has enough memory to add the application.

# Media

## Media files and folders

### About media files and folders

In the media application, you can open media files, such as ring tones or pictures, that are stored in media folders in the BlackBerry® device memory. Some preloaded media files, including Home screen background pictures and ring tones, might be available in a Preloaded Media folder on your device.

### Add a media folder

1. In the media application, click a media type.
2. Click a media folder.
3. Click **Open**.
4. Click the trackwheel.
5. Click **New Folder**.
6. Type a name for the folder.
7. Click **Save**.

### Rename a media folder

You only rename media folders that you have added.

1. In the media application, click a media type.
2. Highlight a media folder.
3. Click the trackwheel.
4. Click **Rename**.
5. Type a name for the folder.
6. Click **Save**.

### Delete a media folder

You only delete media folders that you have added.

1. In the media application, click a media type.
2. Highlight a media folder.
3. Click the trackwheel.
4. Click **Delete**.

## Move a media file

You only move media files that you have added.

1. In the media application, click a media type.
2. Click a media folder.
3. Click **Open**.
4. Highlight a media file.
5. Click the trackwheel.
6. Click **Move**.
7. Highlight a media folder.
8. Click the trackwheel.
9. Click **Move Here**.

## Set the amount of memory available for media files

1. In the media application, click a media type.
2. Click the trackwheel.
3. Click **Options**.
4. Perform any of the following actions:
    - To set the maximum amount of BlackBerry® device memory available for all media files, set the **Device Memory Limit** field.
    - To set the minimum amount of device memory available for pictures, set the **Reserved Pictures Memory** field.
5. Click the trackwheel.
6. Click **Save**.

## View properties for a media file or folder

1. In the media application, click a media type.
2. Highlight a media file or folder.
3. Click the trackwheel.
4. Click **Properties**.

## Sort media files and folders

1. In the media application, click a media type.
2. Click the trackwheel.
3. Click **Options**.
4. Set the **Sort By** and **Sort Direction** fields.
5. Click the trackwheel.

6. Click **Save**.

### Switch media folder views

1. In the media application, click a media type.
2. Click the trackwheel.
3. Click **View List** or **View Thumbnails**.

### Adjust the volume

- To increase the volume, roll the trackwheel up.
- To decrease the volume, roll the trackwheel down.

## Media file management

### About transferring media files

You can use Bluetooth® technology to send media files to or receive media files from a Bluetooth enabled device, or you can connect your BlackBerry® device to your computer to transfer files between your device and your computer.

If you connect your device to your computer, you can transfer media files between your device and your computer using the media manager tool of the BlackBerry Desktop Manager. See the *BlackBerry Desktop Software Online Help* for more information about using the media manager tool.

### Send a media file using Bluetooth technology

Verify that Bluetooth® technology is turned on and that your BlackBerry® device is paired with a Bluetooth enabled device.

1. In the media application, click a media type.
2. Click a media folder.
3. Click **Open**.
4. Click a media file.
5. Click **Send Using Bluetooth**.
6. Click a Bluetooth enabled device.
7. Click **Send**.

### Receive a media file using Bluetooth technology

Verify that Bluetooth® technology is turned on and that your BlackBerry® device is paired with a Bluetooth enabled device.

1. In the media application, click a media type.
2. Click the trackwheel.
3. Click **Receive Using Bluetooth**.

4. Click **Yes**.
5. Click **Save**.

### Forward a media file

You can only forward media files that you have added to the BlackBerry® device memory.

1. In the media application, click a media type.
2. Click a media folder.
3. Click **Open**.
4. Highlight a media file.
5. Click **Send As Email**.

## Pictures

### View a picture

1. In the media application, click a media type.
2. Click a media folder that contains pictures.
3. Click **Open**.
4. Click a picture.
5. Click **Open**.

### Zoom in to or out from a picture

1. In a picture, click the trackwheel.
2. Click **Zoom**.
3. Roll the trackwheel.

To zoom back to the original picture size, click the trackwheel. Click **Zoom 1:1**.

### Rotate a picture

1. In a picture, click the trackwheel.
2. Click **Rotate**.

The picture turns 90 degrees in a clockwise direction.

### Pan a picture

Verify that you have zoomed in to the picture.

Perform one of the following actions:

- To pan up, roll the trackwheel up.

- To pan down, roll the trackwheel down.
- To pan left, hold the **Alt** key and roll the trackwheel up.
- To pan right, hold the **Alt** key and roll the trackwheel down.

## View pictures as a slide show

1. In the media application, click a media type.
2. Click a media folder that contains pictures.
3. Click **Open**.
4. Click the trackwheel.
5. Click **View Slide Show**.

To exit the slide show, press the **Escape** key.

## Set the interval between slides in a slide show

1. In the media application, click a media type.
2. Click the trackwheel.
3. Click **Options**.
4. Set the **Slide Show Interval** field.
5. Click the trackwheel.
6. Click **Save**.

## Save a picture

Save picture files, such as .jpeg, .png, .gif, or .bmp files, to the BlackBerry® device memory.

1. Open a picture attachment or highlight a picture on a web page.
2. Click the trackwheel.
3. Click **Save Image**.
4. Click **Save**.

## Use a picture as the Home screen background

1. In the media application, click a media type.
2. Click a media folder that contains pictures.
3. Click **Open**.
4. Highlight a picture.
5. Click the trackwheel.
6. Click **Set As Home Screen Image**.

To clear the picture from the Home screen, click the trackwheel. Click **Reset Home Screen Image**.

### Download a Home screen background

Verify that your wireless service provider supports this feature.

1. In the media application, click a media type.
2. Click a media folder that contains pictures.
3. Click **Open**.
4. Click the trackwheel.
5. Click **Download Images**.

### Rename a picture

You can only rename media files that you added.

1. In the media application, click a media type.
2. Click a media folder that contains pictures.
3. Click **Open**.
4. Highlight a picture.
5. Click the trackwheel.
6. Click **Rename**.
7. Type a name for the file.
8. Click **Save**.

### Delete a picture

You can only delete media files that you added.

1. In the media application, click a media type.
2. Click a media folder that contains pictures.
3. Click **Open**.
4. Highlight a picture.
5. Click the trackwheel.
6. Click **Delete**.

## Ring tones

### Use a headset

You can purchase an optional headset to use with your BlackBerry® device.

- To answer a call, press the headset button.
- To turn on mute during a call, press the headset button. To turn off mute, press the headset button again.

- To end a call, hold the headset button.

For more information about using the headset, see the documentation that came with your headset.

## Play a ring tone

1. In the media application, click a media type.
2. Click a media folder that contains ring tones.
3. Click a ring tone.
4. Click **Play**.

## Download a ring tone

Verify that your wireless service provider supports this feature.

1. In the media application, click a media type.
2. Click a media folder that contains ring tones.
3. Click **Open**.
4. Click the trackwheel.
5. Click **Download Tunes**.

## Save a ring tone

Save audio files, such as .mid, .mp3, or .wav files, to the BlackBerry® device memory.

1. Open a ring tone attachment or highlight a ring tone on a web page.
2. Click the trackwheel.
3. Click **Save**.

## Rename a ring tone

You can only rename media files that you added.

1. In the media application, click a media type.
2. Click a media folder that contains ring tones.
3. Click **Open**.
4. Highlight a ring tone.
5. Click the trackwheel.
6. Click **Rename**.
7. Type a name for the file.
8. Click **Save**.

**Note:** If you rename a ring tone that you use in a notification profile, you must change the notification profile to use the renamed ring tone.

### Delete a ring tone

You can only delete media files that you added.

1. In the media application, click a media type.
2. Click a media folder that contains ring tones.
3. Click **Open**.
4. Highlight a ring tone.
5. Click the trackwheel.
6. Click **Delete**.

**Note:** If you delete a ring tone that you use in a notification profile, the notification profile uses the default ring tone.

## Media shortcuts

- To rotate a picture, press **R**.
- To zoom in to a picture, press **I**.
- To zoom out from a picture, press **O**.
- To zoom to the original picture size, press **W**.

## Media troubleshooting

### I cannot sort pictures on my device

Your BlackBerry® device sorts pictures in descending order by date. You cannot change this sort order.

# Maps

## Locations

### View a location on a map

1. On a map, click the trackwheel.
2. Click **Go To Location**.
3. Perform one of the following actions:
    - Type the location information. Click the trackwheel. Click **Search**.
    - Click a location. Click **Select**.
    - Click a location. Click **Edit**. Change the location information. Click the trackwheel. Click **Search**.

### View a location for a contact on a map

1. On a map, click the trackwheel.
2. Click **Map From Address Book**.
3. Highlight a contact.
4. Click the trackwheel.
5. Click **View Home Map** or **View Work Map**.

### Forward a map

1. On a map, click the trackwheel.
2. Click **Send Location**.

### View points of interest near a location

You can search for points of interest such as businesses, airports, schools, parks, or landmarks.

1. On a map, click the trackwheel.
2. Click **Search**.
3. Type the point of interest information.
4. Press the **Enter** key.

### Highlight a location marker or point of interest

- In Map mode or Navigation mode, press the **Alt** key and roll the trackwheel.
- In Locations mode, roll the trackwheel.

### View information for a location marker or point of interest

1. On a map, click a location marker or point of interest.
2. Click **Details**.

### Zoom in to a location marker, route, or point of interest

1. On a map, highlight a location marker, route, or point of interest.
2. Click the trackwheel.
3. Click **Zoom To Point**.

### Delete location markers, routes, or points of interest from a map

1. On a map, highlight a location marker, route, or point of interest.
2. Click the trackwheel.
3. Perform one of the following actions:
    - To delete the highlighted location marker, route, or point of interest, click **Delete**.
    - To delete all location markers, routes, and points of interest, click **Clear All**.

## Directions

### Get directions

1. On a map, click the trackwheel.
2. Click **Get Directions**.
3. Perform one of the following actions to specify a starting location:
    - Type the location information. Click the trackwheel. Click **Search**.
    - Click a location. Click **Select**.
    - Click a location. Click **Edit**. Change the location information. Click the trackwheel. Click **Search**.
4. Repeat step 3 to specify an ending location.

### Get directions to or from a point of interest

1. On a map, highlight a point of interest.
2. Click the trackwheel.
3. Click **Directions To** or **Directions From**.
4. Type the location information.
5. Click the trackwheel.

6. Click **Search**.

### Get directions to a location from your current location

Verify that you are tracking your movement.

1. On a map, click the trackwheel.
2. Click **Directions From**.
3. Type the ending location information.
4. Click the trackwheel.
5. Click **Search**.

### Forward directions

1. On a map, click the trackwheel.
2. Click **Send Directions**.

## Map basics

### Pan a map

- In Map mode or Navigation mode, perform one of the following actions:
  - To pan up, roll the trackwheel up.
  - To pan down, roll the trackwheel down.
  - To pan left, hold the **Alt** key and roll the trackwheel up.
  - To pan right, hold the **Alt** key and roll the trackwheel down.
- In Locations mode, press the **Alt** key and roll the trackwheel.

### Zoom in to or out from a map

1. On a map, click the trackwheel.
2. Click **Zoom**.
3. Perform one of the following actions:
   - To zoom in, roll the trackwheel up.
   - To zoom out, roll the trackwheel down.
4. Click the trackwheel.

### Map views

**Map view:**

You can view maps, location markers, routes, and points of interest.

**Directions Dashboard view:**
You can view location markers, routes, text directions, and points of interest. You can also highlight and move between directions.

**Directions List view:**
You can view a list of all text directions.

**Locations List view:**
You can view a list of location markers and location information.

**Locations Map view:**
You can view routes, location markers, and points of interest on a map.

**Navigation Dashboard view:**
You can track your movement and view routes, location markers, and points of interest. You can also view other navigational information such as upcoming streets, your speed, and your compass direction.

**Navigation Map view:**
You can track your movement and view routes, location markers, and points of interest.

### Switch views

1. On a map, click the trackwheel.
2. Click **Switch View**.
3. Click a view.

### Clear the map cache

1. On a map, click the trackwheel.
2. Click **Options**.
3. Click the trackwheel.
4. Click **Clear Cache**.

## Tracking

### Tracking prerequisites

- If your BlackBerry® device does not have an internal GPS receiver or your wireless service provider does not support location-based services, verify that you have paired your BlackBerry device with a Bluetooth® enabled GPS receiver. For more information, contact your wireless service provider.
- Verify that you have set a GPS receiver to use when you track your movement.

### Set a GPS receiver to use when you track your movement

1. On a map, click the trackwheel.
2. Click **Options**.
3. Set the **GPS Device** field.
4. Click the trackwheel.

5. Click **Save**.

### Track your movement

1. On a map, click the trackwheel.
2. Click **Navigate**.

As you move, the map shifts and your location remains centered on the screen.
To stop tracking your movement, click the trackwheel. Click **Stop Navigation**.

### View north at the top of a map

When you are tracking your movement, the direction in which you are moving appears at the top of the map by default.

1. On a map, click the trackwheel.
2. Click **North Up**.

To view the direction in which you are moving at the top of the map again, click the trackwheel. Click **Track Up**.

### View status information at the top of a map

You can view the battery power level, wireless coverage level indicators, the time, map view information, and satellite and Bluetooth® connection information at the top of maps.

1. On a map, click the trackwheel.
2. Click **Options**.
3. Clear the **Hide title bar on startup** check box.
4. Click the trackwheel.
5. Click **Save**.

To hide status information again, select the **Hide title bar on startup** check box.

### Keep backlighting on when you track your movement

1. On a map, click the trackwheel.
2. Click **Options**.
3. Set the **Disable backlight timeout when battery power above** field.
4. Click the trackwheel.
5. Click **Save**.

## Location bookmarks

### Add a bookmark for a location

1. On a map, click the trackwheel.
2. Click **Add To Favorites**.

### View a list of location bookmarks

1. On a map, click the trackwheel.
2. Click **Favorites**.

### Clear location history

1. On a map, click the trackwheel.
2. Click **Go To**.
3. Click a location.
4. Click **Clear History**.

## Maps shortcuts

- To zoom in to a map, press **I**.
- To zoom out from a map, press **O**.
- To view status information at the top of a map, press **U**.
- To hide status information at the top of a map, press **U**.
- To switch views, press the **Space** key.

## Map troubleshooting

### I cannot view a location

Verify that no punctuation marks appear in the location information.

### Diagonal lines appear on a map

Diagonal lines appear on a map when your BlackBerry® device loads new location information.

### I cannot forward directions

Verify that you are viewing directions in Directions mode or that you have highlighted a route in Locations mode.

# Contacts

## Contact basics

### Add a contact

1. In the address book, click the trackwheel.
2. Click **New Address**.
3. Type the contact information.
4. Click the trackwheel.
5. Click **Save**.

### Add a contact from a message, call log, or web page

1. In a message or call log or on a web page, highlight a contact.
2. Click the trackwheel.
3. Click **Add to Address Book**.
4. Type the contact information.
5. Click the trackwheel.
6. Click **Save**.

### Name a custom address book field

If you change the name of a custom address book field, it changes for all contacts.

1. When adding or editing a contact, click the **User1**, **User2**, **User3**, or **User4** field.
2. Click **Change Field Name**.
3. Type a name for the customer address book field.
4. Press the **Enter** key.

You can synchronize custom address book fields on your BlackBerry® device with the email application on your computer. See the *BlackBerry Desktop Software Online Help* for more information about synchronizing custom address book fields.

### View a contact

1. In the address book, click a contact.
2. Click **View**.

### Change a contact

1. In the address book, highlight a contact.

2. Click the trackwheel.
3. Click **Edit**.
4. Change the contact information.
5. Click the trackwheel.
6. Click **Save**.

## Delete a contact

1. In the address book, highlight a contact.
2. Click the trackwheel.
3. Click **Delete**.

## About pauses and waits

Use a pause or a wait to separate additional numbers, for example a password or extension, from a main phone number. After dialing the main phone number, your BlackBerry® device either pauses before dialing the additional numbers (pause) or prompts you to type them (wait).

## Add a pause or a wait to a phone number

1. After typing the main part of a phone number in a phone number field, click the trackwheel.
2. Click **Add Pause** or **Add Wait**.
3. Type the additional numbers.
4. Click the trackwheel.
5. Click **Save**.

## About custom ring tones

You can assign a custom ring tone to a contact without changing other notifications.

Custom ring tone options appear with your contacts and your notification profiles. When you assign a custom ring tone to a contact, a new profile exception appears with your notification profiles as "Calls From <contact>". Notification profile exceptions are shared between your contacts and your notification profiles and changes that you make in one application are made in the other application.

Your BlackBerry® device bases the volume for custom ring tones on the volume that you set in the active notification profile.

## Assign a ring tone to a contact

1. In the address book, highlight a contact.
2. Click the trackwheel.
3. Click **Edit**.
4. Click the trackwheel.

5. Click **Add Custom Phone Tune**.
6. Set a ring tone.
7. Click the trackwheel.
8. Click **Save**.

# Mailing lists

## About mailing lists

You can use mailing lists when you send email, PIN, SMS text, or MMS messages.

Mailing lists that you create on your BlackBerry® device do not appear in the email application on your computer.

## Create a mailing list

1. In the address book, click the trackwheel.
2. Click **New Group**.
3. Type a name for the mailing list.
4. Click the trackwheel.
5. Click **Add Member**.
6. Click a contact.
7. Click **Continue**.
8. To add another contact, repeat steps 4 through 7.
9. Click the trackwheel.
10. Click **Save Group**.

## Change a mailing list

1. In the address book, highlight a mailing list.
2. Click the trackwheel.
3. Click **Edit Group**.
4. Click a contact.
5. Click one of the following menu items:
    - **Add Member**
    - **Change Member**
    - **Delete Member**
6. Click the trackwheel.
7. Click **Save Group**.

**Note:** When you delete a contact from a mailing list, the contact remains in your address book.

### View a mailing list

1. In the address book, click a mailing list.
2. Click **View Group**.

To view the details for a contact in the mailing list, click a contact. Click **View Member**.

### Delete a mailing list

1. In the address book, highlight a mailing list.
2. Click the trackwheel.
3. Click **Delete Group**.

## Caller ID

### Add a caller ID picture for a contact

1. In the address book, highlight a contact.
2. Click the trackwheel.
3. Click **Add Picture**.
4. Highlight a picture.
5. Click the trackwheel.
6. Click **Select**.
7. Center the picture in the box.
8. Click the trackwheel.
9. Click **Crop and Save**.

### Change the caller ID picture for a contact

1. When changing a contact, highlight the caller ID picture.
2. Click the trackwheel.
3. Click **Add Picture**.
4. Highlight a picture.
5. Click the trackwheel.
6. Click **Select**.
7. Center the picture in the box.
8. Click the trackwheel.
9. Click **Save**.

### Delete the caller ID picture for a contact

1. In the address book, highlight a contact.
2. Click the trackwheel.
3. Click **Edit**.
4. Click the caller ID picture.
5. Click **Delete Picture**.
6. Click the trackwheel.
7. Click **Save**.

## Categories

### About categories

You can create categories to group your contacts, tasks, and memos. You can also narrow the contacts, tasks, and memos that appear based on categories.

Category names are not case sensitive. More than one category can apply to a contact, task, or memo. If you use IBM® Lotus Notes®, you can apply more than one category to a task on your BlackBerry® device, but only one category synchronizes with the task in Lotus Notes.

Categories are shared between the address book, the task list, and the memo list and changes that you make in one application are made in all applications.

### Create a category for contacts, tasks, or memos

1. In the address book, task list, or memo list, click the trackwheel.
2. Click **Filter**.
3. Click the trackwheel.
4. Click **New**.
5. Type a name for the category.
6. Press the **Enter** key twice.

### Categorize a contact, task, or memo

1. When creating or changing a contact, task, or memo, click the trackwheel.
2. Click **Categories**.
3. Select the check box beside a category.
4. Click the trackwheel.
5. Click **Save**.

### Sort contacts, tasks, or memos by category

1. In the address book, task list, or memo list, click the trackwheel.
2. Click **Filter**.
3. Select the check box next to a category.

### Delete a contact, task, or memo from a category

1. When changing a contact, task, or memo, click the trackwheel.
2. Click **Categories**.
3. Highlight a category.
4. Click the trackwheel.
5. Clear the check box beside the category.
6. Click the trackwheel.
7. Click **Save**.

### Delete a category

1. In the address book, task list, or memo list, click the trackwheel.
2. Click **Filter**.
3. Highlight a category.
4. Click the trackwheel.
5. Click **Delete**.

**Note:** When you delete a category, contacts, tasks, or memos in the category are not deleted.

## Address lookup

### Search for contacts in your organization's address book

Verify that your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server that supports this feature. For more information, contact your system administrator.

1. In the address book, click the trackwheel.
2. Click **Lookup**.
3. Type part or all of a contact name.
4. Click the trackwheel.

### Manage address lookup results

1. In the address lookup results, highlight a contact.

2. Click the trackwheel.
3. Perform one of the following actions:
    - To add a contact to your address book, click **Add**.
    - To add all the contacts, click **Add All**.
    - To view information for a contact, click **View**.
    - To delete a contact from the address lookup results, click **Delete**.
    - To delete the address lookup results, click **Delete Lookup**.
    - To start a new address lookup, click **Lookup**.

# SIM card phone book

## About the SIM card phone book

Use the SIM card phone book to access contacts that you have added to your SIM card. The SIM card phone book is different from the address book on your BlackBerry® device. If you switch SIM cards, the contacts in the SIM card phone book change.

You can add ADN entries to your SIM card phone book. You can also search for ADN or SDN entries. ADN entries appear in plain text and SDN entries appear in bold.

## Load the SIM card phone book

1. In the address book, click the trackwheel.
2. Click **SIM Phone Book**.
3. Wait for the SIM card phone book to load.
4. Press the **Escape** key.

## Add a contact to your SIM card

Verify that your wireless service provider has set up your SIM card for a SIM card phone book.

1. In the address book, click the trackwheel.
2. Click **SIM Phone Book**.
3. Click the trackwheel.
4. Click **New**.
5. Type the contact information.
6. Click the trackwheel.
7. Click **Save**.

## Copy contacts from your SIM card to your address book

Verify that your wireless service provider has set up your SIM card for a SIM card phone book.

1. In the address book, click the trackwheel.
2. Click **SIM Phone Book**.
3. Click the trackwheel.
4. Click **Copy All To Address Book**.

**Note:** If you try to copy a SIM card contact with a phone number that matches the phone number of a contact that is already listed in your address book, your BlackBerry® device does not copy the SIM card contact.

### Change a SIM card contact

Verify that your wireless service provider has set up your SIM card for a SIM card phone book.

1. In the address book, click the trackwheel.
2. Click **SIM Phone Book**.
3. Highlight a contact.
4. Click the trackwheel.
5. Click **Edit**.
6. Change the contact information.
7. Click the trackwheel.
8. Click **Save**.

### Delete a SIM card contact

Verify that your wireless service provider has set up your SIM card for a SIM card phone book.

1. In the address book, click the trackwheel.
2. Click **SIM Phone Book**.
3. Highlight a contact.
4. Click the trackwheel.
5. Click **Delete**.

## Contact list settings

### Sort contacts, tasks, or memos

1. In the address book, task list, or memo list, click the trackwheel.
2. Click **Options**.
3. Set the **Sort By** field.
4. Click the trackwheel.
5. Click **Save**.

### Set display options for contacts

You can set how your contacts appear in all applications, including the phone, message list, address book, and calendar.

1. In the device options, click **Language**.
2. Set the **Name Display** field to **Last name, First name**.
3. Click the trackwheel.
4. Click **Save**.

To sort your contacts by first name, set the **Name Display** field to **First name Last name**.

### Prevent duplicate names in your address book

1. In the address book, click the trackwheel.
2. Click **Options**.
3. Set the **Allow Duplicate Names** field to **No**.
4. Click the trackwheel.
5. Click **Save**.

### Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete items in a message list, the phone, the address book, the calendar, the task list, the memo list, or the password keeper.

1. In an application, click the trackwheel.
2. Click **Options**.
3. Set the **Confirm Delete** field to **No**.
4. Click the trackwheel.
5. Click **Save**.

### View the number of contacts, calendar entries, tasks, or memos stored on your device

1. In the address book, calendar, task list, or memo list, click the trackwheel.
2. Click **Options**.

The Number of Entries field displays the number of contacts, calendar entries, tasks, or memos that are stored on your device.

## Contact troubleshooting

### I cannot find the Add Custom Phone Tune menu item

If you have already assigned a custom ring tone to a contact, the Add Custom Phone Tune menu item does not appear.

## Custom address book field data is not appearing on my computer

You can only synchronize the data in a custom address book field with a text field in the email application on your computer. For example, you cannot add a contact's birthday to a custom address book field on your BlackBerry® device and synchronize it with the email application on your computer, because the birthday field is a date field in the email application on your computer.

# Calendar

## Calendar basics

### About the calendar

In the BlackBerry® device calendar, you can view your appointments and meetings in one of four views. Day, Week, and Month views show all your appointments for the selected time period. Agenda view shows all your scheduled appointments in a list. Agenda view also shows how much free time you have between appointments.

### Switch calendar views

1. In the calendar, click the trackwheel.
2. Click a view.

### Move around the calendar

1. In the calendar, click the trackwheel.
2. Perform one of the following actions:
    - To move to a specific date, click **Go To Date**.
    - To move to the current date, click **Today**.
    - To move forward or back by a time period, click **Prev** or **Next**.

### Schedule an appointment

1. In the calendar, click the trackwheel.
2. Click **New**.
3. Type the appointment information.
4. If the appointment recurs, set the **Recurrence** field.
5. Click the trackwheel.
6. Click **Save**.

### Schedule an appointment quickly in Day view

In the calendar options, verify that the **Enable Quick Entry** field is set to **Yes**.

1. In Day view, beside the start time, type the subject of the appointment.
2. Type a location in parentheses.
3. To change the end time, roll the trackwheel.

4. Click the trackwheel.

## Schedule a meeting

Verify that your BlackBerry® device is associated an email account that BlackBerry Enterprise Server version 2.1 or later.

1. In the calendar, click the trackwheel.
2. Click **New**.
3. Type the meeting information.
4. If the meeting recurs, set the **Recurrence** field.
5. Click the trackwheel.
6. Click **Invite Attendee**.
7. Click a contact.
8. Click **Invite**.
9. To add another contact to your meeting, repeat steps 5 through 8.
10. Click the trackwheel.
11. Click **Save**.

## Recurrence fields

**Every:**
Set the frequency of the daily, weekly, or monthly recurring appointment, meeting, or task.

**Relative Date:**
Set whether the monthly or yearly recurring appointment, meeting, or task recurs on a relative date (for example, on the last Friday of each month).

**End:**
Set when the recurring appointment, meeting, or task ends.

**Days:**
Set the day or days on which a weekly appointment, meeting, or task should recur.

## Open an appointment or meeting

1. In the calendar, click an appointment or meeting.
2. Click **Open**.

## Delete an appointment or meeting

1. In the calendar, highlight an appointment or meeting.
2. Click the trackwheel.
3. Click **Delete**.

### View appointments in Week or Month view

1. In Week view or Month view, click the trackwheel.
2. Click **View Appts**.

The calendar displays the appointments scheduled for the current day.
To return to Week view or Month view, press the **Escape** key.

### Switch days in Day view

To move from one day to another using the navigation bar in the upper-right corner of the screen, click a day.

## Meetings

### Respond to a meeting invitation

1. In a meeting invitation, click the trackwheel.
2. Click one of the following menu items:
    - **Accept** or **Accept with Comments**
    - **Tentative** or **Tentative with Comments**
    - **Decline** or **Decline with Comments**

**Note:** If you delete a meeting invitation from a message list before you accept or decline it, the meeting is deleted from the email application on your computer.

### Change the list of participants for a meeting

1. In a meeting, in the **Accepted** or **Declined** field, click a contact.
2. Click one of the following menu items:
    - **Invite Attendee**
    - **Change Attendee**
    - **Remove Attendee**

### Send an email message to all meeting participants

Verify that you are the meeting organizer.

1. In a meeting, meeting invitation, or meeting response, click the trackwheel.
2. Click **Email All Attendees**.

### Contact a meeting participant

Verify that you are the meeting organizer.

1. In a meeting, meeting invitation, or meeting response, highlight a contact.
2. Click the trackwheel.
3. Click a message type or **Call <contact>**.

### View your calendar when responding to a meeting

1. In a meeting invitation, click the trackwheel.
2. Click **View Calendar**.

To return to the meeting invitation, press the **Escape** key.

## Calendar settings

### Set the default calendar view

1. In the calendar, click the trackwheel.
2. Click **Options**.
3. Set the **Initial View** field.
4. Click the trackwheel.
5. Click **Save**.

### Set the default reminder time for calendar entries

1. In the calendar, click the trackwheel.
2. Click **Options**.
3. Set the **Default Reminder** field.
4. Click the trackwheel.
5. Click **Save**.

### Set the start and end time for days

1. In the calendar, click the trackwheel.
2. Click **Options**.
3. Set the **Start of Day** and **End of Day** fields.
4. Click the trackwheel.
5. Click **Save**.

### Set a snooze time for reminders

1. In the calendar or task list, click the trackwheel.
2. Click **Options**.

3. Set the **Snooze** field.
4. Click the trackwheel.
5. Click **Save**.

## View tasks in the calendar

1. In the calendar, click the trackwheel.
2. Click **Options**.
3. Set the **Show Tasks** field to **Yes**.
4. Click the trackwheel.
5. Click **Save**.

## Set the first day of the week

1. In the calendar, click the trackwheel.
2. Click **Options**.
3. Set the **First Day of the Week** field.
4. Click the trackwheel.
5. Click **Save**.

## Hide free time in Agenda view

1. In the calendar, click the trackwheel.
2. Click **Options**.
3. Set the **Show Free Time in Agenda View** field to **No**.
4. Click the trackwheel.
5. Click **Save**.

## Set how long your device stores calendar entries

1. In the calendar, click the trackwheel.
2. Click **Options**.
3. Set the **Keep Appointments** field.
4. Click the trackwheel.
5. Click **Save**.

Your BlackBerry® device deletes calendar entries that are older than the number of days you set.
To restore calendar entries, set the **Keep Appointments** field to a longer period of time. Calendar entries that you received on your BlackBerry device within the set period of time appear in the calendar.

### Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete items in a message list, the phone, the address book, the calendar, the task list, the memo list, or the password keeper.

1. In an application, click the trackwheel.
2. Click **Options**.
3. Set the **Confirm Delete** field to **No**.
4. Click the trackwheel.
5. Click **Save**.

### View the number of contacts, calendar entries, tasks, or memos stored on your device

1. In the address book, calendar, task list, or memo list, click the trackwheel.
2. Click **Options**.

The Number of Entries field displays the number of contacts, calendar entries, tasks, or memos that are stored on your device.

## Calendar shortcuts

For shortcuts to work in Day view, in the calendar options, set the **Enable Quick Entry** field to **No**.

- To schedule an appointment, press **C**.
- To change to Agenda view, press **A**.
- To change to Day view, press **D**.
- To change to Week view, press **W**.
- To change to Month view, press **M**.
- To move to the next day, week, or month, press the **Space** key.
- To move to the previous day, week, or month, press the **Shift** key and the **Space** key.
- To move the cursor horizontally in Week view, hold the **Alt** key and roll the trackwheel.
- To move the cursor vertically in Month view, hold the **Alt** key and roll the trackwheel.
- To move to the current date, press **T**.
- To move to a specific date, press **G**.

## Calendar troubleshooting

### I cannot schedule appointments that span multiple days

If you use IBM® Lotus Notes®, you cannot schedule appointments that span multiple days.

## I cannot set some fields when scheduling appointments

If you use IBM® Lotus Notes®, you can only change the Subject, Location, Reminder, and Notes fields and the Mark as Private check box when you change a recurring appointment or meeting.

## Some characters in calendar entries do not appear correctly after synchronization

If you schedule appointments or meetings on your BlackBerry® device that contain special characters or accents, your computer might not support these characters.

On your computer, verify that you are using the correct default code page and that the correct font support is installed on your computer. See the documentation for the operating system on your computer for more information.

# Tasks

## Task basics

### Create a task

1. In the task list, click the trackwheel.
2. Click **New**.
3. Type the task information.
4. Set a due date for the task.
5. If the task recurs, set the **Recurrence** field.
6. Click the trackwheel.
7. Click **Save**.

### Recurrence fields

**Every:**
Set the frequency of the daily, weekly, or monthly recurring appointment, meeting, or task.

**Relative Date:**
Set whether the monthly or yearly recurring appointment, meeting, or task recurs on a relative date (for example, on the last Friday of each month).

**End:**
Set when the recurring appointment, meeting, or task ends.

**Days:**
Set the day or days on which a weekly appointment, meeting, or task should recur.

### Change a task

1. In the task list, highlight a task.
2. Click the trackwheel.
3. Click **Open**.
4. Change the task information.
5. Click the trackwheel.
6. Click **Save**.

### Change the status of a task

1. In the task list, highlight a task.
2. Click the trackwheel.

3. Perform one of the following actions:
    - To mark the task as complete, click **Mark Completed**.
    - To mark the task as deferred, in progress, or waiting, click **Open**. Set the **Status** field. Click the trackwheel. Click **Save**.

### Hide completed tasks

1. In the task list, click the trackwheel.
2. Click **Hide Completed**.

### Forward a task or memo

1. In the task list or memo list, highlight a task or memo.
2. Click the trackwheel.
3. Click **Forward As**.
4. Click a message type.

### Delete a task

1. In the task list, highlight a task.
2. Click the trackwheel.
3. Click **Delete**.

## Categories

### About categories

You can create categories to group your contacts, tasks, and memos. You can also narrow the contacts, tasks, and memos that appear based on categories.

Category names are not case sensitive. More than one category can apply to a contact, task, or memo. If you use IBM® Lotus Notes®, you can apply more than one category to a task on your BlackBerry® device, but only one category synchronizes with the task in Lotus Notes.

Categories are shared between the address book, the task list, and the memo list and changes that you make in one application are made in all applications.

### Create a category for contacts, tasks, or memos

1. In the address book, task list, or memo list, click the trackwheel.
2. Click **Filter**.
3. Click the trackwheel.

4. Click **New**.
5. Type a name for the category.
6. Press the **Enter** key twice.

## Categorize a contact, task, or memo

1. When creating or changing a contact, task, or memo, click the trackwheel.
2. Click **Categories**.
3. Select the check box beside a category.
4. Click the trackwheel.
5. Click **Save**.

## Sort contacts, tasks, or memos by category

1. In the address book, task list, or memo list, click the trackwheel.
2. Click **Filter**.
3. Select the check box next to a category.

## Delete a contact, task, or memo from a category

1. When changing a contact, task, or memo, click the trackwheel.
2. Click **Categories**.
3. Highlight a category.
4. Click the trackwheel.
5. Clear the check box beside the category.
6. Click the trackwheel.
7. Click **Save**.

## Delete a category

1. In the address book, task list, or memo list, click the trackwheel.
2. Click **Filter**.
3. Highlight a category.
4. Click the trackwheel.
5. Click **Delete**.

**Note:** When you delete a category, contacts, tasks, or memos in the category are not deleted.

# Task list settings

## Sort contacts, tasks, or memos

1. In the address book, task list, or memo list, click the trackwheel.
2. Click **Options**.
3. Set the **Sort By** field.
4. Click the trackwheel.
5. Click **Save**.

## Set a snooze time for reminders

1. In the calendar or task list, click the trackwheel.
2. Click **Options**.
3. Set the **Snooze** field.
4. Click the trackwheel.
5. Click **Save**.

## View tasks in the calendar

1. In the calendar, click the trackwheel.
2. Click **Options**.
3. Set the **Show Tasks** field to **Yes**.
4. Click the trackwheel.
5. Click **Save**.

## Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete items in a message list, the phone, the address book, the calendar, the task list, the memo list, or the password keeper.

1. In an application, click the trackwheel.
2. Click **Options**.
3. Set the **Confirm Delete** field to **No**.
4. Click the trackwheel.
5. Click **Save**.

## View the number of contacts, calendar entries, tasks, or memos stored on your device

1. In the address book, calendar, task list, or memo list, click the trackwheel.

2. Click **Options**.

The Number of Entries field displays the number of contacts, calendar entries, tasks, or memos that are stored on your device.

# Memos

## Memo basics

### Create a memo

1. In the memo list, click the trackwheel.
2. Click **New**.
3. Type the memo information.
4. Click the trackwheel.
5. Click **Save**.

### Change a memo

1. In the memo list, highlight a memo.
2. Click the trackwheel.
3. Click **Edit**.
4. Change the memo information.
5. Click the trackwheel.
6. Click **Save**.

### Forward a task or memo

1. In the task list or memo list, highlight a task or memo.
2. Click the trackwheel.
3. Click **Forward As**.
4. Click a message type.

### Search for text in a message, attachment, web page, or memo

To search for text in a presentation attachment, verify that you are viewing the presentation in text view or in text and slide view.

1. In a message, attachment, web page, or memo, click the trackwheel.
2. Click **Find**.
3. Type the text.
4. Press the **Enter** key.

To search for the next instance of the text, click the trackwheel. Click **Find Next**.

### Delete a memo

1. In the memo list, highlight a memo.
2. Click the trackwheel.
3. Click **Delete**.

## Categories

### About categories

You can create categories to group your contacts, tasks, and memos. You can also narrow the contacts, tasks, and memos that appear based on categories.

Category names are not case sensitive. More than one category can apply to a contact, task, or memo. If you use IBM® Lotus Notes®, you can apply more than one category to a task on your BlackBerry® device, but only one category synchronizes with the task in Lotus Notes.

Categories are shared between the address book, the task list, and the memo list and changes that you make in one application are made in all applications.

### Create a category for contacts, tasks, or memos

1. In the address book, task list, or memo list, click the trackwheel.
2. Click **Filter**.
3. Click the trackwheel.
4. Click **New**.
5. Type a name for the category.
6. Press the **Enter** key twice.

### Categorize a contact, task, or memo

1. When creating or changing a contact, task, or memo, click the trackwheel.
2. Click **Categories**.
3. Select the check box beside a category.
4. Click the trackwheel.
5. Click **Save**.

### Sort contacts, tasks, or memos by category

1. In the address book, task list, or memo list, click the trackwheel.
2. Click **Filter**.

3. Select the check box next to a category.

### Delete a contact, task, or memo from a category

1. When changing a contact, task, or memo, click the trackwheel.
2. Click **Categories**.
3. Highlight a category.
4. Click the trackwheel.
5. Clear the check box beside the category.
6. Click the trackwheel.
7. Click **Save**.

### Delete a category

1. In the address book, task list, or memo list, click the trackwheel.
2. Click **Filter**.
3. Highlight a category.
4. Click the trackwheel.
5. Click **Delete**.

**Note:** When you delete a category, contacts, tasks, or memos in the category are not deleted.

## Memo list settings

### Sort contacts, tasks, or memos

1. In the address book, task list, or memo list, click the trackwheel.
2. Click **Options**.
3. Set the **Sort By** field.
4. Click the trackwheel.
5. Click **Save**.

### Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete items in a message list, the phone, the address book, the calendar, the task list, the memo list, or the password keeper.

1. In an application, click the trackwheel.
2. Click **Options**.
3. Set the **Confirm Delete** field to **No**.
4. Click the trackwheel.

5. Click **Save**.

## View the number of contacts, calendar entries, tasks, or memos stored on your device

1. In the address book, calendar, task list, or memo list, click the trackwheel.
2. Click **Options**.

The Number of Entries field displays the number of contacts, calendar entries, tasks, or memos that are stored on your device.

# Alarm

## About the alarm

In the BlackBerry® device alarm, you can set a time for a daily alarm to sound. You can also set the alarm to sound on weekends, set a snooze time for the alarm, and adjust the alarm volume.

If you turn off your device by pressing the Power button, or by clicking Turn Power Off and selecting Turn Off, the alarm should sound at the correct time even if the device is off.

## Set the alarm

1. In the alarm, set the **Daily Alarm** field to **On**.
2. Set the time when the alarm should sound.
3. Set whether to snooze the alarm and the length of the snooze.
4. Set a type of notification for the alarm.
5. Click the trackwheel.
6. Click **Save**.

A bell indicator appears beside the date in the device status section of the screen.

## Silence the alarm

- If snooze is not turned on, press any key.
- If snooze is turned on, click **Snooze**.

## Turn off the alarm

In the alarm, set the **Daily Alarm** field to **Off**.

## Alarm troubleshooting

### My alarm does not notify me on the weekend

In the alarm, verify that the **Active on Weekends** field is set to **Yes**.

# Calculator

## Use the calculator

- To press a key in the calculator, press the corresponding key on the BlackBerry® device keyboard.

## Convert a measurement

1. In the calculator, type a number.
2. Click the trackwheel.
3. Perform one of the following actions:
    - To convert the number from imperial to metric, click **To Metric**.
    - To convert the number from metric to imperial, click **From Metric**.
4. Click a conversion type.

# Bluetooth technology

## Bluetooth technology basics

### About Bluetooth technology

Bluetooth® technology is designed to enable you to establish a wireless connection between your BlackBerry® device and a Bluetooth enabled device, such as a handsfree car kit or wireless headset. After you pair your BlackBerry device with a Bluetooth enabled device, you can connect to that Bluetooth enabled device when the device is within range of your BlackBerry device (a typical range is approximately 10 meters).

When you turn on Bluetooth technology or when you connect your BlackBerry device to another Bluetooth enabled device, Bluetooth icons appear in the device status section of the screen. See the printed documentation that came with your BlackBerry device for more information about Bluetooth icons.

### Turn on Bluetooth technology

1. In the device options, click **Bluetooth**.
2. Click the trackwheel.
3. Click **Enable Bluetooth**.

To turn off Bluetooth® technology, click the trackwheel. Click **Disable Bluetooth**.

### Pair with a Bluetooth enabled device

Some Bluetooth® enabled devices have passkeys that you must type before you can pair with them.

1. In the Bluetooth setup application, click **OK**.
2. Click a Bluetooth enabled device.
3. If required, type the passkey for the Bluetooth enabled device on your BlackBerry® device.
4. If required, type the passkey for the Bluetooth enabled device on the Bluetooth enabled device.

### Connect to a Bluetooth enabled device

Verify that Bluetooth® technology is turned on and that your BlackBerry® device is paired with a Bluetooth enabled device.

1. In the device options, click **Bluetooth**.
2. Click a Bluetooth enabled device.
3. Click **Connect**.

### Switch to a paired Bluetooth enabled device during a call

Verify that Bluetooth® technology is turned on and that your BlackBerry® device is paired with a Bluetooth enabled device.

1. During a call, click the trackwheel.
2. Click **Activate <Bluetooth device>**.

### Rename a paired Bluetooth enabled device

1. In the device options, click **Bluetooth**.
2. Click a paired Bluetooth® enabled device.
3. Click **Device Properties**.
4. In the **Device Name** field, change the name for the Bluetooth enabled device.
5. Click the trackwheel.
6. Click **Save**.

### Delete a paired Bluetooth enabled device

Verify that your BlackBerry® device is not connected to the Bluetooth® device.

1. In the device options, click **Bluetooth**.
2. Click a Bluetooth enabled device.
3. Click **Delete Device**.

### Share contacts with a paired Bluetooth enabled car kit

Verify that Bluetooth® technology is turned on and that your BlackBerry® device is paired with a Bluetooth enabled car kit.

1. In the device options, click **Bluetooth**.
2. Click a Bluetooth enabled car kit.
3. Click **Connect**.
4. Click the trackwheel.
5. Click **Transfer Address Book**.

## Bluetooth technology settings

### Prevent your device from sharing contacts with Bluetooth enabled devices

1. In the device options, click **Bluetooth**.
2. Click the trackwheel.
3. Click **Options**.
4. Set the **Address Book Transfer** field to **Disabled**.
5. Click the trackwheel.
6. Click **Save**.

To share contacts with Bluetooth® enabled devices again, set the **Address Book Transfer** field to **Enabled**.

## Restrict outgoing calls

1. In the device options, click **Bluetooth**.
2. Click the trackwheel.
3. Click **Options**.
4. Set the **Allow outgoing calls** field to **Never** or **If Unlocked**.
5. Click the trackwheel.
6. Click **Save**.

## Make your BlackBerry device discoverable

1. In the device options, click **Bluetooth**.
2. Click the trackwheel.
3. Click **Options**.
4. Set the **Discoverable** field to **Yes**.
5. Click the trackwheel.
6. Click **Save**.

## Change the pairing name for your BlackBerry device

1. In the device options, click **Bluetooth**.
2. Click the trackwheel.
3. Click **Options**.
4. In the **Device Name** field, type a name for your BlackBerry® device.
5. Click the trackwheel.
6. Click **Save**.

## Turn off Bluetooth connection notification

1. In the device options, click **Bluetooth**.
2. Click the trackwheel.
3. Click **Options**.
4. Set the **LED Connection Indicator** field to **Off**.
5. Click the trackwheel.
6. Click **Save**.

To turn on Bluetooth® connection notification again, set the **LED Connection Indicator** field to **Yes**.

### Turn off the prompt that appears when connecting or pairing

1. In the device options, click **Bluetooth**.
2. Click a Bluetooth® enabled device.
3. Click **Device Properties**.
4. Set the **Trusted** field to **Yes**.
5. Click the trackwheel.
6. Click **Save**.

To turn on the prompt again, set the **Trusted** field to **No**.

## Bluetooth technology troubleshooting

### I cannot type a passkey on a Bluetooth enabled device

If the Bluetooth® enabled device that you are pairing with has no screen where you can type a passkey, the passkey might already be defined.

On your BlackBerry® device, in the **Enter passkey for <device name>** field, try typing **0000**.

### My list of paired Bluetooth enabled devices does not appear

Try performing the following actions:

- Verify that Bluetooth® technology is turned on.
- Verify that you have added Bluetooth enabled devices to the paired Bluetooth enabled devices list.

### I cannot pair with a Bluetooth enabled device

Try performing the following actions:

- Verify that your BlackBerry® device is compatible with the Bluetooth® enabled device. See the documentation that came with the Bluetooth enabled device for more information.
- Turn off encryption for Bluetooth connections between your BlackBerry device and the Bluetooth enabled device. In the device options, click **Bluetooth**. Click a Bluetooth enabled device. Click **Device Properties**. Set the **Encryption** field to **Disabled**. Click the trackwheel. Click **Save**.

### I cannot share contacts with a paired Bluetooth enabled device

Try performing the following actions:

- Verify that Bluetooth® technology is turned on.
- Verify that your BlackBerry® device is paired with the Bluetooth enabled device.
- Verify that, in the Bluetooth options, the **Address Book Transfer** field is set to **Enabled**.

- Verify that your BlackBerry device is connected to a Bluetooth enabled device that supports the Handsfree profile or the Object Push profile. See the documentation that came with the Bluetooth enabled device for more information about supported profiles.

# Date and time

## Set the date and time

1. In the device options, click **Date/Time**.
2. Set the date and time.
3. Click the trackwheel.
4. Click **Save**.

## Get the date and time from the wireless network automatically

1. In the device options, click **Date/Time**.
2. Set the **Time Zone** field.
3. Perform one of the following actions:
    - To get the date and time from the wireless network that your BlackBerry® device is connected to, set the **Date/Time Source** field to **Network**.
    - To get the date and time from the BlackBerry network, set the **Date/Time Source** field to **BlackBerry**.
    - To set the time yourself, set the **Date/Time Source** field to **Off**.
4. Click the trackwheel.
5. Click **Update Time**.
6. Click the trackwheel.
7. Click **Save**.

## Date and time troubleshooting

### The time on my device is incorrect

Try performing the following actions:

- If you have traveled to a different time zone, set the **Time Zone** field to display the correct time zone.
- If you have set the **Date/Time Source** field to **Network**, try setting the **Date/Time Source** field to **BlackBerry**.

# Notification profiles

## Notification basics

### About notification profiles

Notification profiles define how your BlackBerry® device notifies you of calendar and task reminders, and incoming messages, calls, and browser content. Your device has six preloaded profiles: Loud, Vibrate, Quiet, Normal, Phone Only, and Off.

You can change preloaded notification profiles or create new ones. In your notification profiles, you can set different notification options for different items, set ring tones, or set the volume for notification. If you set notification volume to Escalating, the notification volume gradually increases.

### Switch notification profiles

1. In the profile list, click a notification profile.
2. Click **Activate**.

### Create a notification profile

1. In the profile list, click the trackwheel.
2. Click **New Profile**.
3. Type a name for the profile.
4. Highlight an item.
5. Click the trackwheel.
6. Click **Edit**.
7. Set notification options.
8. Click the trackwheel.
9. Click **Save**.
10. To set notification options for another item, repeat steps 5 through 10.
11. Click the trackwheel.
12. Click **Save**.

### Change a notification profile

1. In the profile list, click a notification profile.
2. Click **Edit**.
3. Change the notification profile.
4. Click the trackwheel.

5. Click **Save**.

## Delete a notification profile

You can only delete notification profiles that you created.

1. In the profile list, click a notification profile.
2. Click **Delete**.

## Set the same ring tone for all notification profiles

1. In the profile list, click a notification profile.
2. Click **Show Tunes**.
3. Click a media folder that contains ring tones.
4. Click **Open**.
5. Highlight a ring tone.
6. Click the trackwheel.
7. Click **Set As Phone Tune**.

## Prevent notification during calls

1. In the profile list, click a notification profile.
2. Click **Edit**.
3. Highlight an item.
4. Click the trackwheel.
5. Click **Edit**.
6. Set the **Notify Me During Calls** field to **No**.
7. Click the trackwheel.
8. Click **Save**.
9. To set the **Notify Me During Calls** field for another item, repeat steps 5 through 10.
10. Click the trackwheel.
11. Click **Save**.

## Silence your device

1. In the profile list, perform one of the following actions:
    - To receive LED notification only, click **Quiet**.
    - To receive vibrate notification only, click **Vibrate**.
    - To turn off all notification, including notification profile exceptions and LED notification, click **Off**.
2. Click **Activate**.

### View a list of saved ring tones

1. In the profile list, click a notification profile.
2. Click **Show Tunes**.
3. Click a media folder that contains ring tones.
4. Click **Open**.

To play a ring tone, highlight a ring tone. Click the trackwheel. Click **Play**.

### Download a ring tone

Verify that your wireless service provider supports this feature.

1. In the media application, click a media type.
2. Click a media folder that contains ring tones.
3. Click **Open**.
4. Click the trackwheel.
5. Click **Download Tunes**.

## LED notification

### LED notification

The LED light on the top of your BlackBerry® device flashes different colors to indicate different statuses.

**Green:**
You are in a wireless coverage area.

**Blue:**
Your BlackBerry device is connected to a Bluetooth® enabled device.

**Red:**
A new message has arrived and your selected notification profile is set to notify you using the LED.

**Amber:**
The battery power level for your device is low.

### Turn off Bluetooth connection notification

1. In the device options, click **Bluetooth**.
2. Click the trackwheel.
3. Click **Options**.
4. Set the **LED Connection Indicator** field to **Off**.
5. Click the trackwheel.
6. Click **Save**.

To turn on Bluetooth® connection notification again, set the **LED Connection Indicator** field to **Yes**.

### Turn on wireless coverage notification

1. In the device options, click **Screen/Keyboard**.
2. Set the **LED Coverage Indicator** field to **On**.
3. Click the trackwheel.
4. Click **Save**.

When your BlackBerry® device is connected to the wireless network, the LED light flashes green.
To turn off wireless coverage notification again, set the **LED Coverage Indicator** field to **Off**.

## Custom notification

### About custom notification

You can create notification profile exceptions to receive different notification for incoming messages and calls from specific contacts. For example, you can create a notification profile exception that uses the Loud profile for incoming messages and calls from a specific contact, regardless of your active notification profile.

Your BlackBerry® device applies notification profile exceptions in the order in which they appear in the notification profile exception list. If you create multiple notification profile exceptions that include the same contact, place the notification profile exception that you want your device to apply first in the list.

Your device has one preloaded notification profile exception for important calls. You can add contacts to this notification profile exception, or you can delete it.

### Set custom notification for calls or messages from a specific contact

1. In the profile list, click the trackwheel.
2. Click **New Exception**.
3. In the **Exception** field, type a name for the profile exception.
4. In the **From** field, click the trackwheel.
5. Click **Add Name**.
6. Click a contact.
7. Click **Continue**.
8. To add another contact, repeat steps 5 through 8.
9. Set the **Use Profile** field to the notification profile on which the exception should be based.
10. To set a ring tone, select the **Custom Phone Tune** check box. Set a ring tone.
11. Click the trackwheel.
12. Click **Save**.

## Change the order of notification profile exceptions

1. In the profile list, click a notification profile exception.
2. Click **Move**.
3. Roll the trackwheel to the new location.
4. Click the trackwheel.

## Change a notification profile exception

1. In the profile list, click a notification profile exception.
2. Click **Edit**.
3. Change the notification profile exception information.
4. Click the trackwheel.
5. Click **Save**.

## Change the list of contacts for a notification profile exception

1. In the profile list, click a notification profile exception.
2. Click **Edit**.
3. In the **From** field, click the trackwheel.
4. Click one of the following menu items:
    - **Add Name**
    - **Change Name**
    - **Delete Name**

## Delete a notification profile exception

1. In the profile list, click a notification profile exception.
2. Click **Delete**.

## About custom ring tones

You can assign a custom ring tone to a contact without changing other notifications.

Custom ring tone options appear with your contacts and your notification profiles. When you assign a custom ring tone to a contact, a new profile exception appears with your notification profiles as "Calls From <contact>". Notification profile exceptions are shared between your contacts and your notification profiles and changes that you make in one application are made in the other application.

Your BlackBerry® device bases the volume for custom ring tones on the volume that you set in the active notification profile.

### Assign a ring tone to a contact

1. In the address book, highlight a contact.
2. Click the trackwheel.
3. Click **Edit**.
4. Click the trackwheel.
5. Click **Add Custom Phone Tune**.
6. Set a ring tone.
7. Click the trackwheel.
8. Click **Save**.

## Notification profile troubleshooting

### My device is vibrating more times than expected

For calls, the number of times that the BlackBerry® device vibrates is not determined by the number of vibrations that you set in your notification profile. The device vibrates until the caller or the wireless network ends the connection.

### I am not receiving notification for incoming calls or messages

Try performing the following actions:

- In the profile list, verify that the Off profile is turned off.
- In a notification profile exception, verify that the **Custom Phone Tune** field is not set to **Mute**.

### I cannot set some fields when creating a Calls From notification profile exception

If you assign a custom ring tone to a contact in the address book, a Calls From profile exception appears in the profile list. Because these exceptions are for calls only, you can only set the Custom Phone Tune field.

# BlackBerry Messenger

## Contacts

### Add a contact

You must invite contacts to use BlackBerry® Messenger before they are added to your contact list.

1. In BlackBerry Messenger, on the contact list screen, click the trackwheel.
2. Click **Add a Contact**.
3. Perform one of the following actions:
   - If the contact is not in your address book, highlight **[Use Once]**. Click the trackwheel. Click **Request by Email** or **Request by PIN**. Type an email address or PIN. Press the **Enter** key.
   - If the contact is in your address book, highlight a contact. Click the trackwheel. Click **Request (Email)** or **Request (PIN)**.
4. Perform one of the following actions:
   - If you want to set a password, and have turned on invitation passwords, type a question and answer. Click **OK**.
   - If you do not want to set a password, and have turned on invitation passwords, click **Cancel** to proceed to the next step.
5. Perform one of the following actions:
   - To add a custom message to your invitation, type a message. Click **OK**. Click **OK**.
   - To use the default invitation message, click **OK**. Click **OK**.

**Note:** If you invite a contact using a PIN and the contact is in your address book, the contact's display name appears instead of the PIN.

### Turn on invitation passwords

If you turn on invitation passwords, a question and password screen appear each time you invite a contact.

1. In BlackBerry® Messenger, on the contact list screen, click the trackwheel.
2. Click **Options**.
3. Set the **Ask Password Question When Adding Contacts** field to **Yes**.
4. Click the trackwheel.
5. Click **Save**.

**Note:** To turn off invitation passwords again, set the **Ask Password Question When Adding Contacts** field to **No**.

### Respond to an invitation

1. In BlackBerry® Messenger, in the **Requests** group, highlight an invitation.
2. Click the trackwheel.
3. Click one of the following menu items:
   - **Accept**.

- **Decline**.
- **Remove**.

**Note:** If you select Remove, the sender of the invitation does not receive confirmation that your address is a correct address.

## Turn off invitation forwarding options

If you turn off invitation forwarding, contacts you invite can only accept invitations from the original email address or PIN that you sent the invitation to. If those contacts try to accept the invitation from a different email address or PIN, their acceptance is rejected.

1. In BlackBerry® Messenger, on the contact list screen, click the trackwheel.
2. Click **Options**.
3. Set the **Allow Forwarding of Requests** field to **No**.
4. Click the trackwheel.
5. Click **Save**.

**Note:** If you use a BlackBerry Enterprise Server for IBM® Lotus® Domino®, BlackBerry Enterprise Server for Novell® GroupWise®, or the BlackBerry Internet Service, when you send an invitation and the recipient accepts, you might not be notified.

## Delete a contact

1. In BlackBerry® Messenger, on the contact list screen, highlight a contact.
2. Click the trackwheel.
3. Click **Delete Contact**.

## View a contact's information

1. In BlackBerry® Messenger, on the contact list screen, highlight a contact.
2. Click the trackwheel.
3. Click **Contact Info**.

## Rename a contact

1. In BlackBerry® Messenger, on the contact list screen, highlight a contact.
2. Click the trackwheel.
3. Click **Rename Contact**.
4. Type a name.
5. Click **OK**.

## Add a group

1. In BlackBerry® Messenger, on the contact list screen, click the trackwheel.
2. Click **Add Group**.
3. Type a name for the group.

4. Click **OK**.

### Move a contact to a group

1. In BlackBerry® Messenger, on the contact list screen, highlight a contact.
2. Click the trackwheel.
3. Click **Move Contact**.
4. Click a group.

**Note:** A contact can only be in one group at a time. If you move a contact to a group, the contact is moved out of the group it was in originally.

### Rename a group

1. In BlackBerry® Messenger, on the contact list screen, highlight a group.
2. Click the trackwheel.
3. Click **Rename Group**.
4. Type a name for the group.
5. Click **OK**.

### Delete a group

You must move your contacts out of a group before you can delete that group.

1. In BlackBerry® Messenger, highlight a group.
2. Click the trackwheel.
3. Click **Delete Group**.

**Note:** There must be at least one group in your BlackBerry Messenger contact list; you cannot delete the last remaining group in your contact list.

## Conversations

### Start a conversation

1. In BlackBerry® Messenger, on the contact list screen, highlight a contact.
2. Click the trackwheel.
3. Click **Start Conversation**.
4. Type a message.
5. Press the **Enter** key.

## Open a conversation

Conversations appear in the conversation list and the main message list.

1. In BlackBerry® Messenger, in the conversation list, highlight a contact.
2. Click the trackwheel.
3. Click **Open Conversation**.

## Add an emoticon

1. When composing a message, press the **Symbol** key twice.
2. Click an emoticon.

## Send a file to a contact

1. During a BlackBerry® Messenger conversation, click the trackwheel.
2. Click **Send a File**.
3. Perform one of the following actions:
   - To send a picture to a contact, click **Image**.
   - To send an audio file to a contact, click **Audio**.
4. Click a file.

## Ping a contact

When you ping a contact, the contact's BlackBerry® device vibrates.

1. During a BlackBerry Messenger conversation, click the trackwheel.
2. Click **Ping Contact**.

## Turn off ping vibration

1. In BlackBerry® Messenger, on the contact list screen, click the trackwheel.
2. Click **Options**.
3. Set the **Vibrate When Receiving a Ping** field to **No**.
4. Click the trackwheel.
5. Click **Save**.

To turn on ping vibration again, set the **Vibrate When Receiving a Ping** field to **Yes**.

## Prevent conversations from appearing in the main message list

1. In BlackBerry® Messenger, on the contact list screen, click the trackwheel.
2. Click **Options**.

3. Set the **Show Conversations in Message List** field to **No**.
4. Click the trackwheel.
5. Click **Save**.

To view conversations in the main message list again, set the **Show Conversations in Message List** field to **Yes**.

### Start a conference

1. In BlackBerry® Messenger, during a conversation, click the trackwheel.
2. Click **Invite**.
3. In the drop-down list, click a contact.
4. Click **OK**.

### Copy a conversation history

When you copy a conversation history, you can paste it into other BlackBerry® device applications.

1. In BlackBerry Messenger, during a conversation, click the trackwheel.
2. Click **Copy History**.

### Clear a conversation history

1. In BlackBerry® Messenger, during a conversation, click the trackwheel.
2. Click **Clear History**.

### End a conversation

1. In BlackBerry® Messenger, during a conversation, click the trackwheel.
2. Click **End Conversation**.

### Change your display name

1. In BlackBerry® Messenger, on the contact list screen, click the trackwheel.
2. Click **Edit My Info**.
3. Type a display name.
4. Click **OK**.

## Availability

### Set your availability status

1. In BlackBerry® Messenger, on the contact list screen, click the trackwheel.

2. Click **My Status**.
3. Click one of the following menu items:
    - **Available**.
    - **Unavailable**.
4. Type a message that contacts can see when they view your contact information.
5. Click **OK**.

When you change your availability status to unavailable, you receive BlackBerry Messenger messages, but you are not notified.

## Receive notification when a contact becomes available

1. In BlackBerry® Messenger, on the contact list screen, highlight an unavailable contact.
2. Click the trackwheel.
3. Click **Set Alert**.

# Display and keyboard

## Backlighting

### About backlighting

The screen and keyboard on your BlackBerry® device are designed to be lit so that you can use your device in various lighting conditions.

The backlighting is designed to adjust automatically depending on lighting conditions in your environment.

### Turn on backlighting

1. Press the **Power** button once.
2. To increase the brightness, press the **Power** button again.

To turn off backlighting, press the **Power** button.

### Turn off automatic backlighting

1. In the device options, click **Screen/Keyboard**.
2. Set the **Automatic Backlight** field to **Off**.
3. Click the trackwheel.
4. Click **Save**.

### Set the brightness of the backlighting

1. In the device options, click **Screen/Keyboard**.
2. Set the **Backlight Brightness** field.
3. Click the trackwheel.
4. Click **Save**.

### Set how long backlighting remains on

1. In the device options, click **Screen/Keyboard**.
2. Set the **Backlight Timeout** field.
3. Click the trackwheel.
4. Click **Save**.

# Display settings

## Use a picture as the Home screen background

1. In the media application, click a media type.
2. Click a media folder that contains pictures.
3. Click **Open**.
4. Highlight a picture.
5. Click the trackwheel.
6. Click **Set As Home Screen Image**.

To clear the picture from the Home screen, click the trackwheel. Click **Reset Home Screen Image**.

## Download a Home screen background

Verify that your wireless service provider supports this feature.

1. In the media application, click a media type.
2. Click a media folder that contains pictures.
3. Click **Open**.
4. Click the trackwheel.
5. Click **Download Images**.

## Set the display font

1. In the device options, click **Screen/Keyboard**.
2. Set the font fields.
3. Click the trackwheel.
4. Click **Save**.

## About organizing applications

Depending on your theme, application icons can appear on the Home screen or in an application list. If your theme uses an application list, the first few applications in the application list might also appear on the Home screen as favorites.

## Organize applications

Depending on your theme, you might not be able to hide some applications on the Home screen or in the application list.

1. On the Home screen, click the **Application** icon.
2. Highlight an application.
3. Perform one of the following actions:

- To move the application, hold the **Alt** key and click the trackwheel. Click **Move Application**. Roll the trackwheel to the new location. Click the trackwheel.
- To hide the application, hold the **Alt** key and click the trackwheel. Click **Hide Application**.
- To view a hidden application, hold the **Alt** key and click the trackwheel. Click **Show All**. Hold the **Alt** key and click the application. Click **Hide Application**.

# Keyboard settings

## Turn on key tones

1. In the device options, click **Screen/Keyboard**.
2. Set the **Key Tone** field to **On**.
3. Click the trackwheel.
4. Click **Save**.

## Set the cursor speed

1. In the device options, click **Screen/Keyboard**.
2. Set the **Key Rate** field.
3. Click the trackwheel.
4. Click **Save**.

## Assign an application to a Convenience key

Your BlackBerry® device has one Convenience key on the front of the device and one on the left side. Depending on your theme, you might not be able to change the application that is assigned to a Convenience key.

1. In the device options, click **Screen/Keyboard**.
2. Set the **Convenience Key Opens** fields.
3. Click the trackwheel.
4. Click **Save**.

# Themes

## About themes

Depending on your wireless service provider, you might be able to set a theme on your BlackBerry® device that changes how items such as applications, indicators, words, and icons appear. Themes might be preloaded on your device, or you might be able to download themes that are in .cod file format.

### Switch themes

1. In the device options, click **Theme**.
2. Click a theme.
3. Click **Activate**.

### Delete a theme

You can only delete themes that you have downloaded to your BlackBerry® device.

1. In the device options, click **Theme**.
2. Highlight a theme.
3. Click the trackwheel.
4. Click **Delete**.

### Download a theme

Verify that your wireless service provider supports this feature.

1. In the device options, click **Theme**.
2. Click the trackwheel.
3. Click **Download Themes**.

## Display troubleshooting

### My device screen turns off

When you do not use your BlackBerry® device for a period of time, the screen turns off to conserve battery power.

To turn on the screen, roll the trackwheel or press a key.

### My display settings changed

Depending on your theme, display settings, such as your font and Home screen background, might change when you switch themes.

# Language

## Set the display language

Verify that your BlackBerry® Desktop Software supports multiple languages. For more information, contact your system administrator or wireless service provider.

1. In the device options, click **Language**.
2. Set the **Language** field.
3. Click the trackwheel.
4. Click **Save**.

## Add or delete a display language

See the *BlackBerry Desktop Software Online Help* for more information about adding and deleting applications, including display languages, using the application loader tool of the BlackBerry® Desktop Manager.

## About typing input languages

You can set a typing input language to use when you type. The typing input language can be different from the display language. When you set a typing input language, AutoText and other typing options change to the selected language. For example, you might use your BlackBerry® device in French, but type messages in English.

## Set the typing input language

Verify that your BlackBerry® Device Software supports multiple languages. For more information, contact your system administrator or wireless service provider.

1. In the device options, click **Language**.
2. Set the **Input Language** field.
3. Click the trackwheel.
4. Click **Save**.

## Turn off the shortcut for switching typing input languages

Verify that your BlackBerry® Device Software supports multiple languages. For more information, contact your system administrator or wireless service provider.

1. In the device options, click **Language**.
2. Set the **Use Input Method Shortcut** field to **No**.
3. Click the trackwheel.
4. Click **Save**.

To turn on the shortcut for switching typing input languages again, set the **Use Input Method Shortcut** field to **Yes**. To receive notification when you switch typing input languages, set the **Notify me** field to **Yes**.

## Set display options for contacts

You can set how your contacts appear in all applications, including the phone, message list, address book, and calendar.

1. In the device options, click **Language**.
2. Set the **Name Display** field to **Last name, First name**.
3. Click the trackwheel.
4. Click **Save**.

To sort your contacts by first name, set the **Name Display** field to **First name Last name**.

## Language troubleshooting

### Some characters do not appear correctly on my device

The BlackBerry® Enterprise Server or BlackBerry Internet Service that is associated with your BlackBerry device might not support the characters. For more information, contact your system administrator or your wireless service provider.

# Wireless network coverage

## Find information about wireless coverage indicators

Your BlackBerry® device uses various indicators to indicate the current wireless coverage level. See the printed documentation that came with your device for more information about wireless coverage indicators.

## Turn off the connection to the wireless network

You should turn off the connection to the wireless network in certain places, such as on an airplane or in a hospital. See the *BlackBerry Safety and Product Information Booklet* for more information.

On the Home screen or in the application list, click **Turn Wireless Off**.

To connect your BlackBerry® device to the wireless network again, click **Turn Wireless On**.

## Turn on wireless coverage notification

1. In the device options, click **Screen/Keyboard**.
2. Set the **LED Coverage Indicator** field to **On**.
3. Click the trackwheel.
4. Click **Save**.

When your BlackBerry® device is connected to the wireless network, the LED light flashes green.
To turn off wireless coverage notification again, set the **LED Coverage Indicator** field to **Off**.

## About the preferred wireless network list

Your wireless service provider might have agreements with other wireless networks that permit you to use their services when you are traveling. You can use the preferred wireless network list to control the order in which your BlackBerry® device uses these other wireless networks. When you travel, your device scans for the wireless networks on this list first.

Your device tries to connect to a wireless network based on the order in which the wireless networks appear in your preferred wireless network list. If no wireless network on the list is available, your device is designed to connect to another available wireless network automatically.

**Note:** Extra fees usually apply when you roam. Contact your wireless service provider for more information about roaming fees.

## Add a wireless network to the preferred wireless network list

Verify that your wireless service plan includes this service.

1. In the device options, click **Network**.
2. Click the trackwheel.
3. Click **My Preferred Network List**.

4. Click the trackwheel.
5. Click **Add Network**.
6. Perform one of the following actions:
    - To scan for a wireless network to add, click **Select From Available Networks**. Click a wireless network. Click **Select Network**.
    - To scan for a wireless network that is already known to your BlackBerry® device, click **Select From Known Networks**. Click a wireless network. Click **Select Network**.
    - To add a wireless network, click **Manual Entry**. Set the priority for the wireless network. Type the MCC and MNC.
7. Click the trackwheel.
8. Click **Save**.

## Change the order of preferred wireless networks

Verify that your wireless service plan includes this service.

1. In the device options, click **Network**.
2. Click the trackwheel.
3. Click **My Preferred Network List**.
4. Highlight a wireless network.
5. Click the trackwheel.
6. Click **Move**.
7. Roll the trackwheel to the new location.
8. Click the trackwheel.
9. Click the trackwheel.
10. Click **Save**.

## Delete a wireless network from the preferred wireless network list

Verify that your wireless service plan includes this service.

1. In the device options, click **Network**.
2. Click the trackwheel.
3. Click **My Preferred Network List**.
4. Highlight a wireless network.
5. Click the trackwheel.
6. Click **Delete**.
7. Click the trackwheel.
8. Click **Save**.

## Turn off data service

Depending on your wireless service plan, you might be able to turn off data service (email, PIN, MMS, and browser service) on your BlackBerry® device so that only phone and SMS text messaging services are available. Contact your wireless service provider for more information.

1. In the device options, click **Network**.
2. Perform one of the following actions:
    - To turn off data service, set the **Data Services** field to **Off**.
    - To turn off data service when roaming, set the **Data Services** field to **Off When Roaming**.
3. Click the trackwheel.
4. Click **Save**.

## About roaming

In most cases, your BlackBerry® device automatically connects to an appropriate wireless network when you travel outside your wireless service provider's wireless network coverage area. Your wireless service provider must set up your SIM card for roaming services before you can use a different wireless network.

An indicator appears on your device to let you know that you are roaming outside of your normal network area. You might also have to provide login information before you can access the wireless network. Contact your wireless service provider for more information about roaming.

## Switch wireless networks manually

Verify that your wireless service provider has set up your SIM card for this service.
By default, your BlackBerry® device switches to an appropriate wireless network automatically when you travel.

1. In the device options, click **Network**.
2. Set the **Network Selection Mode** field to **Manual**.
3. Click **Scan for Available Networks**.
4. Click a wireless network.
5. Click **Select Network**.
6. Click the trackwheel.
7. Click **Save**.

To connect to your wireless service provider's network again, set the **Network Selection Mode** field to **Automatic**.

# Wireless network coverage troubleshooting

## I cannot connect to a wireless network

Try performing the following actions:

- Verify that your SIM card is inserted in your BlackBerry® device correctly.
- Verify that you have turned on the connection to the wireless network.
- Verify that you are connected to your wireless service provider's network. If you switched wireless networks manually, your device remains connected to that wireless network until you select your wireless service provider's network again.

# Power and battery

## Turn off your device

Depending on your theme, the location or name for Turn Power Off might differ from the location or name in this procedure. For more information about application locations and names, see the printed documentation that came with your device.

- If you have not set your BlackBerry® device to turn on and turn off automatically at specific times, hold the **Power** key.
- If you have set your device to turn on and turn off automatically at specific times, on the Home screen, click **Turn Power Off**. If you want the device to stay turned off until you press the **Power** key, click **Full Power Off**. If you want the device to turn on again at the specified time or for alarm or calendar reminders, click **Turn Off**.

## Set your device to turn on and turn off automatically

1. In the device options, click **Auto On/Off**.
2. Set the **Weekday** field to **Enabled**.
3. Specify the times when the BlackBerry® device should turn on and off on weekdays.
4. Set the **Weekend** field to **Enabled**.
5. Specify the times when the device should turn on and off on weekends.
6. Click the trackwheel.
7. Click **Save**.

## Check the battery power level

In the device options, click **Status**.

## Reset the device

Remove and reinsert the battery.

## Extend battery life

- Set the BlackBerry® device to turn on and turn off automatically.
- Turn off the connection to a wireless network when you are not in a coverage area for that wireless network.
- Delete the original message when you send a reply.
- Lower the brightness of the backlighting.
- Send a message to multiple contacts using Add To, Add Cc, or Add Bcc.
- Charge your device regularly.

# SIM card

## About the SIM card phone book

Use the SIM card phone book to access contacts that you have added to your SIM card. The SIM card phone book is different from the address book on your BlackBerry® device. If you switch SIM cards, the contacts in the SIM card phone book change.

You can add ADN entries to your SIM card phone book. You can also search for ADN or SDN entries. ADN entries appear in plain text and SDN entries appear in bold.

## Load the SIM card phone book

1. In the address book, click the trackwheel.
2. Click **SIM Phone Book**.
3. Wait for the SIM card phone book to load.
4. Press the **Escape** key.

## Add a contact to your SIM card

Verify that your wireless service provider has set up your SIM card for a SIM card phone book.

1. In the address book, click the trackwheel.
2. Click **SIM Phone Book**.
3. Click the trackwheel.
4. Click **New**.
5. Type the contact information.
6. Click the trackwheel.
7. Click **Save**.

## Copy contacts from your SIM card to your address book

Verify that your wireless service provider has set up your SIM card for a SIM card phone book.

1. In the address book, click the trackwheel.
2. Click **SIM Phone Book**.
3. Click the trackwheel.
4. Click **Copy All To Address Book**.

**Note:** If you try to copy a SIM card contact with a phone number that matches the phone number of a contact that is already listed in your address book, your BlackBerry® device does not copy the SIM card contact.

## Change a SIM card contact

Verify that your wireless service provider has set up your SIM card for a SIM card phone book.

1. In the address book, click the trackwheel.
2. Click **SIM Phone Book**.
3. Highlight a contact.
4. Click the trackwheel.
5. Click **Edit**.
6. Change the contact information.
7. Click the trackwheel.
8. Click **Save**.

## Delete a SIM card contact

Verify that your wireless service provider has set up your SIM card for a SIM card phone book.

1. In the address book, click the trackwheel.
2. Click **SIM Phone Book**.
3. Highlight a contact.
4. Click the trackwheel.
5. Click **Delete**.

## Store SMS text messages on your SIM card

If you set your SIM card to store SMS text messages, the SIM card does not delete SMS text messages after the BlackBerry® device imports them to a message list.

1. In the device options, click **SMS**.
2. Set the **Leave Messages On SIM Card** field to **Yes**.
3. Click the trackwheel.
4. Click **Save**.

To stop storing SMS text messages on your SIM card, set the **Leave Messages On SIM Card** field to **No**. If you set this field to No, SMS text messages on your SIM card are deleted after the device imports them to a message list.

## About SIM card security

Use SIM card security to add another level of security to your device. This level of security is designed to prevent unauthorized use of your BlackBerry® device or SIM card by locking the SIM card with a PIN code. If you lock your SIM card, other people cannot remove your SIM card and insert their own and they cannot remove your SIM card and insert it into another device.

If you have protected your SIM card with a PIN code, you must type the PIN code before you can remove your SIM card and insert it into another device.

## Protect your SIM card with a PIN code

Verify that your wireless service provider has provided you with a SIM card PIN code.

1. In the device options, click **Advanced Options**.
2. Click **SIM Card**.
3. Click the trackwheel.
4. Click **Enable Security**.
5. Type your SIM card PIN code.
6. Click the trackwheel.

**Note:** If you type the SIM card PIN code incorrectly three times, your SIM card does not function. Contact your wireless service provider for more information.

## Change the SIM card PIN code

Verify that you have turned on SIM card PIN code security.

1. In the device options, click **Advanced Options**.
2. Click **SIM Card**.
3. Click the trackwheel.
4. Click **Change PIN2 Code**.

# Security

## Security basics

### About the device password

If you type your BlackBerry® device password incorrectly, you might be prompted to type **blackberry** before you can continue. When you try to type your password again, the characters that you type appear on the screen.

If you exceed the number of allowed password attempts, your device deletes all your device data for security reasons.

### Set a device password

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Password** field to **Enabled**.
4. Click the trackwheel.
5. Click **Save**.

To turn off the BlackBerry® device password, set the **Password** field to **Disabled**.

### Change the device password

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Click the trackwheel.
4. Click **Change Password**.

### Lock the device

Verify that you have set a BlackBerry® device password.

On the Home screen or in the application list, click **Lock**.

To unlock your device, on the Lock screen, roll the trackwheel. Click **Unlock**. Type your device password. Press the **Enter** key.

### Lock the keyboard

If you do not set a BlackBerry® device password, you can lock your keyboard to avoid making calls and pressing keys accidentally.

On the Home screen or in the application list, click **Keyboard Lock**.

To unlock the keyboard, press the asterisk (*****) key and the **Send** key.

### Set a limit for device password attempts

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Number of Password Attempts** field.
4. Click the trackwheel.
5. Click **Save**.

## Encryption

### About content protection

Content protection is designed to encrypt your BlackBerry® device data. When content protection is turned on, your device uses a private key to encrypt data as it is stored on the device, including data that your device receives when it is locked. Your device decrypts data as you access it.

You can set content protection to include or exclude your contacts. If you turn on content protection for contacts and you receive a call when the device is locked, the caller name does not appear on the screen.

When you lock your device, an open lock indicator appears in the device status section of the screen to indicate that your device is deleting a copy of the private key from the temporary device memory. A lock indicator appears when the device has deleted the key.

### Protect your device data

Verify that you have set a BlackBerry® device password.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Content Protection** field to **Enabled**.
4. To set content protection to exclude your contacts, set the **Include Address Book** field to **No**.
5. Click the trackwheel.
6. Click **Save**.

### Set content protection strength

Verify that content protection is turned on.
You can set the strength of the encryption that your BlackBerry® device uses to protect data that you receive when your device is locked.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Strength** field.
4. Click the trackwheel.

5. Click **Save**.

### About encryption keys

If your BlackBerry® device is associated with an email account that uses a BlackBerry Enterprise Server or BlackBerry Desktop Redirector, your device is designed to use an encryption key to protect data as it travels between the BlackBerry Enterprise Server or BlackBerry Desktop Redirector and your device.

You should generate a new encryption key every 2 weeks.

### Generate an encryption key

Verify that your BlackBerry® device is associated with an email account that uses BlackBerry Enterprise Server version 4.0 or later. If your device is associated with an email account that uses an earlier version of the BlackBerry Enterprise Server, see the *BlackBerry Desktop Software Online Help* for more information.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Click a service.
4. Click **Regenerate Encryption Key**.

### About content compression

Content compression is designed to reduce the size of your BlackBerry® device data while maintaining the integrity of that data. When content compression is turned on, your device compresses all device data, including messages, contacts, calendar entries, tasks, and memos. You should keep content compression turned on.

If content compression and content protection are turned on, your device compresses device data before encrypting it.

## Password keeper

### About the password keeper

Use the password keeper to store all your passwords in one place. The password keeper is designed to protect your passwords with a password keeper password. When you type this password, the password keeper decrypts your passwords.

You can also use the password keeper to generate random passwords that contain numbers, letters, and symbols.

### Add a password to the password keeper

1. In the password keeper, click the trackwheel.
2. Click **New**.
3. Type the password information.
4. Click the trackwheel.

5. Click **Save**.

## Generate a random password

1. In the password keeper, click the trackwheel.
2. Click **New**.
3. Click the trackwheel.
4. Click **Random Password**.
5. Type the password information.
6. Click the trackwheel.
7. Click **Save**.

## Set criteria for randomly generated passwords

1. In the password keeper, click the trackwheel.
2. Click **Options**.
3. Set the random password fields.
4. Click the trackwheel.
5. Click **Save Options**.

## View a password in the password keeper

1. In the password keeper, click a password.
2. Click **View**.

## Change a password in the password keeper

1. In the password keeper, highlight a password.
2. Press the **Menu** key. Click the trackwheel.
3. Click **Edit**.
4. Change the password information.
5. Click the trackwheel.
6. Click **Save**.

## Hide passwords in the password keeper

1. In the password keeper, click the trackwheel.
2. Click **Options**.
3. Set the **Show Password** field to **No**.
4. Click the trackwheel.

5. Click **Save Options**.

To show passwords in the password keeper again, set the **Show Password** field to **Yes**.

## Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete items in a message list, the phone, the address book, the calendar, the task list, the memo list, or the password keeper.

1. In an application, click the trackwheel.
2. Click **Options**.
3. Set the **Confirm Delete** field to **No**.
4. Click the trackwheel.
5. Click **Save**.

## Delete a password from the password keeper

1. In the password keeper, highlight a password.
2. Click the trackwheel.
3. Click **Delete**.

## Change the password keeper password

1. In the password keeper, click the trackwheel.
2. Click **Change password**.

## Copy a password

1. In the password keeper, highlight a password.
2. Click the trackwheel.
3. Click **Copy Username** or **Copy Password**.

To clear the clipboard, click the trackwheel. Click **Clear Clipboard**.
**Note:** Passwords are not encrypted when they are on the clipboard.

## Prevent password copying

1. In the password keeper, click the trackwheel.
2. Click **Options**.
3. Set the **Allow Clipboard Copy** field to **No**.
4. Click the trackwheel.
5. Click **Save Options**.

### Set a limit for password attempts in the password keeper

1. In the password keeper, click the trackwheel.
2. Click **Options**.
3. Set the **Password Attempts** field.
4. Click the trackwheel.
5. Click **Save Options**.

## Advanced security

### About security self-tests

Security self-tests are designed to verify that security software is implemented correctly on your BlackBerry® device. The tests should run automatically when your device restarts.

### Verify security software

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Click the trackwheel.
4. Click **Verify Security Software**.

### About certificates

You can use certificates if you install the S/MIME Support Package on your BlackBerry® device. See the *S/MIME Support Package User Guide Supplement* for more information.

### About the key store

You can use the key store if you install the S/MIME Support Package or PGP® Support Package on your BlackBerry® device. See the *S/MIME Support Package User Guide Supplement* or the *PGP Support Package User Guide Supplement* for more information.

### About PGP keys

You can use PGP® keys if you install the PGP Support Package on your BlackBerry® device. See the *PGP Support Package User Guide Supplement* for more information.

### About memory cleaning

You can use this feature if you install the S/MIME Support Package or PGP® Support Package on your BlackBerry® device. See the *S/MIME Support Package User Guide Supplement* or the *PGP Support Package User Guide Supplement* for more information.

## Smart cards

### About smart password entry

If you use two-factor authentication and your BlackBerry® device password or smart card password is numeric, you might be able to use smart password entry in some password fields. When smart password entry is turned on, your device is designed to remember the format of a password that you type in a password field. When you type the password again, your device applies a smart password filter to the password field. If the password is numeric, a 123 indicator appears beside the password field and you do not have to press the Alt key to type numbers. If the password is alphanumeric, an ABC indicator appears beside the password field.

### Smart password entry prerequisites

- Verify that the correct smart card driver and smart card reader driver are installed on your BlackBerry® device.
- Verify that two-factor authentication is turned on.

### Turn off smart password entry

You can turn off smart password entry to reduce the chance that someone might guess your BlackBerry® device password or smart card password based on the smart password filter that your device applies to password fields.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Smart Password Entry** field to **Disabled**.
4. Click the trackwheel.
5. Click **Save**.

To turn on smart password entry again, set the **Smart Password Entry** field to **Enabled**.

### Switch smart password filters

In an blank password field, press the **Enter** key.

The indicator for the new smart password filter appears beside the password field.

### Authentication certificate prerequisites

- Verify that the correct smart card driver and smart card reader driver are installed on your BlackBerry® device.
- Verify that you have imported a certificate from your smart card that you can use for signing and verification. See the *S/MIME Support Package User Guide Supplement* for more information.

- Verify that you have set a device password.
- Verify that two-factor authentication is turned on.
- Verify that you have the smart card password. You should have received this password when you received your smart card.

### Use a certificate to authenticate your smart card

If you use a certificate to authenticate your smart card, the certificate authenticates your smart card whenever you use your smart card to unlock your BlackBerry® device.

1. In the device options, click **Security Options**.
2. Click **General Settings**.
3. Set the **Authentication Certificate** field.
4. Click the trackwheel.
5. Click **Save**.

To stop using a certificate to authenticate your smart card, set the **Authentication Certificate** field to **None**.

## Security troubleshooting

### I cannot unlock my device using my smart card

Try performing the following actions:

- Verify that the correct smart card is inserted in the smart card reader.
- Verify that the smart card is inserted in the smart card reader correctly.

# Third-party application control

## About permissions for third-party applications

You can set permissions that control how third-party applications on your BlackBerry® device interact with the other applications on your device. For example, you can control whether third-party applications can access data or the Internet, make calls, or use Bluetooth® connections.

If you have added third-party applications to your device, the device firewall is designed to prevent these applications from sending or receiving data without your knowledge. Before a third-party application sends or receives data, a dialog box prompts you to accept or deny the connection request. If you turn off the prompt, you can reset the firewall options to receive the connection prompt again.

## Reset connection permissions for third-party applications

1. In the device options, click **Security Options**.
2. Click **Firewall**.
3. Click the trackwheel.
4. Click **Reset Settings**.

## About direct Internet connections for third-party applications

Some third-party applications that you add to your BlackBerry® device might require a direct TCP or HTTP connection to the Internet. For example, a stock price application might need to connect to the Internet to retrieve the latest stock prices. You might have to set the APN that the third-party application uses for this connection.

## Set up a direct Internet connection for a third-party application

Verify that you have an APN and that you have the user name and password for the APN. Contact your wireless service provider for more information.

1. In the device options, click **Advanced Options**.
2. Click **TCP**.
3. Type the APN information.
4. Click the trackwheel.
5. Click **Save**.

## Set permissions for a third-party application

**Note:** Changing permissions for third-party applications can significantly affect the operation of applications on your BlackBerry® device. If you are unsure about how changing these permissions might affect the operation of the applications on your device, contact your system administrator or wireless service provider for more information.

1. In the device options, click **Advanced Options**.
2. Click **Applications**.
3. Highlight a third-party application.
4. Click the trackwheel.
5. Perform one of the following actions:
    - To set permissions for the highlighted third-party application, click **Edit Permissions**.
    - To set permissions for all third-party applications, click **Edit Default Permissions**.
6. Expand **Connections**, **Interactions**, or **User Data**.
7. Set the permission fields.
8. Click the trackwheel.
9. Click **Save**.

## Connection permissions for third-party applications

**USB:**
Set whether third-party applications can use physical connections, such as a USB cable or RS-232 cable, that you have set up for your BlackBerry® device.

**Bluetooth:**
Set whether third-party applications can use Bluetooth® connections.

**Phone:**
Set whether third-party applications can make calls or access call logs.

**Location (GPS):**
Set whether third-party applications can use your GPS location information.

**Company Network:**
Set whether third-party applications can access the Internet or your organization's intranet using your organization's network.

**Carrier Internet:**
Set whether third-party applications can access the Internet through your wireless service provider (for example, using a direct Internet connection or a WAP gateway).

## Interaction permissions for third-party applications

**Interprocess Communication:**
Set whether third-party applications can communicate with other applications on your BlackBerry® device, such as the device runtime store, the persistent store, or global events.

**Device Settings:**
Set whether third-party applications can turn on or turn off your device or change device options, such as display options.

**Module Management:**
Set whether third-party applications can add or delete application modules or access module information such as an application name or version.

**Keystroke Injection:**
Set whether third-party applications can simulate actions, such as pressing a key on your device.

**Browser Filters:**

Set whether third-party applications can register browser filters with the browser on your device to add, change, or delete web site content before it appears in your browser.

**Theme Data:**

Set whether your device can use third-party applications as a source for customized themes.

## Data permissions for third-party applications

**Email:**

Set whether third-party applications can access email, SMS text, or PIN messages on your BlackBerry® device.

**PIM:**

Set whether third-party applications can access organizer data such as contacts, calendar entries, tasks, or memos.

**Files:**

Set whether third-party applications can access files that you store on your device. For example, you can set whether third-party applications can access files that you transfer to your device using the media manager tool of the BlackBerry Desktop Manager or Bluetooth® technology.

**Key Store:**

Set whether third-party applications can access certificates or keys in the key store on your device.

**Key Store Medium Security:**

Set whether third-party applications can access certificates or keys in the key store if your device caches the key store password.

# BrickBreaker

## About BrickBreaker

The object of BrickBreaker is to destroy bricks using a paddle and a ball. During the game, capsules fall from the bricks that you destroy. The capsules provide you with different mechanisms for destroying bricks or controlling the ball or paddle.

When you hit the ball with your paddle 50 times on any level, the bricks descend one space every few seconds.

## BrickBreaker capsules

**Long**:
This capsule makes the paddle longer.
**Slow**:
This capsule slows down the ball.
**Gun**:
This capsule enables you to shoot three bullets at the bricks; a bullet can destroy unbreakable bricks.
**Laser**:
This capsule enables you to shoot unlimited laser beams at the bricks.
**Multi**:
This capsule puts four balls in play.
**Catch**:
This capsule enables you to catch and hold the ball.
**Flip**:
This capsule changes the direction of the paddle.
**Wrap**:
This capsule enables you to move the paddle beyond the edge of the screen.
**Bomb**:
This capsule destroys the next brick that you hit and damages nearby bricks.
**Life**:
This capsule gives you an additional life.

## BrickBreaker scoring

**Catching a capsule**:
50 points
**Shooting a brick with the gun**:
50 points
**Hitting a brick with the ball**:
10 points
**Shooting a brick with the laser**:
5 points
**Damaging a brick with a bomb**:

5 points

## Play BrickBreaker

- To move the paddle, roll the trackwheel.
- To release the ball in catch mode, press the **Space** key.
- To shoot the laser or gun, press the **Space** key.

## Adjust the volume for BrickBreaker

1. In BrickBreaker, click the trackwheel.
2. Click **Options**.
3. Set the **Volume** field.
4. Click the trackwheel.
5. Click **Save**.

## Set the paddle speed

1. In BrickBreaker, click the trackwheel.
2. Click **Options**.
3. Perform any of the following actions:
    - To set the paddle speed, set the **Paddle movement speed** field.
    - To accelerate the paddle as you roll the trackwheel, select the **Paddle acceleration** check box.
4. Click the trackwheel.
5. Click **Save**.

## Submit a score to the BrickBreaker high score web site

1. In BrickBreaker, click the trackwheel.
2. Click **Send High Score**.

## Check the high scores on the BrickBreaker web site

1. In BrickBreaker, click the trackwheel.
2. Click **High Scores**.

# Service books

## About service books

Service books determine which services are available on your BlackBerry® device.

Your system administrator or wireless service provider can send service books to your device over the wireless network. If your device is associated with an email account that uses a BlackBerry Enterprise Server, you can also receive service books on your device by connecting your device to the BlackBerry Desktop Manager.

## Accept a service book

1. In the device options, click **Advanced Options**.
2. Click **Service Book**.
3. Highlight the new service book.
4. Click the trackwheel.
5. Click **Accept**.

## Delete a service book

1. In the device options, click **Advanced Options**.
2. Click **Service Book**.
3. Highlight a service book.
4. Click the trackwheel.
5. Click **Delete**.

To restore a service book, click the trackwheel. Click **Undelete**.

# Troubleshooting

## BlackBerry Basics troubleshooting

### No application opens when I press a Convenience key

Verify that you have not deleted the application that you assigned to the key.

Assign a different application to the key.

### Some features are not available on my device

Depending on your wireless service plan or the type of email account that is associated with your BlackBerry® device, some features might not be available on your device.

If your device is associated with an email account that uses a BlackBerry Enterprise Server, your organization might not have set up some features or might prevent you from using some features or options. If a system administrator has set an option for you, a red lock indicator appears beside the option field. Contact your system administrator or wireless service provider for more information about the features that are available for your device.

## Phone troubleshooting

### I cannot make or receive calls

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- If you cannot make calls and fixed dialing is turned on, verify that the phone number for your contact appears in your fixed dialing list or turn off fixed dialing.
- If you have traveled to another country and you have not changed your smart-dialing options, dial the full phone number, including the country code and area code, for your contact.
- If you are not receiving calls, verify that call blocking and call forwarding are turned off.

### My phone number appears as Unknown in the phone

Try changing the phone number on your SIM card to change how your phone number appears in the phone. In the device options, click **Advanced Options**. Click **SIM Card**. Click the trackwheel. Click **Edit SIM Phone Number**. Type your phone number. Click the trackwheel.

**Note:** If you change the phone number on your SIM card, you do not change the phone number that your BlackBerry® device uses to make and receive calls.

# Message troubleshooting

## I cannot send messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
- If the menu item for sending a message does not appear, verify that you have added an email address or PIN for your contact.
- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Click the trackwheel. Click **Register Now**.
- Generate an encryption key.
- Verify that data service is turned on.
- Resend the message.

## I am not receiving messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- If you created an email address or added an existing email address to your device using the email setup web site, verify that you have received an activation message on your device from the BlackBerry Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), use the email setup web site to send a service book to your device.
- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Click the trackwheel. Click **Register Now**.
- Verify that data service is turned on.
- If you use email message filters, verify that the options for email message filters are set correctly.
- Verify that email message forwarding is turned on and that you have selected all the email message folders, including your inbox folder, that you want to receive email messages from.
- Verify that your device is not blocking messages. For more information, contact your system administrator.

## I cannot file email messages

Try performing the following actions:

- Verify that wireless email reconciliation is turned on.

- If your email message folders do not appear on your BlackBerry® device, reconcile your email messages using the email settings tool of the BlackBerry Desktop Manager. See the *BlackBerry Desktop Software Online Help* for more information.

## I received notification of a new message, but no new messages appear in my message list

If you have set your BlackBerry® device to hide filed messages and you receive a new message from an email message folder in the email application on your computer other than your inbox, your device files the message.

## Some messages no longer appear on my device

If your BlackBerry® device memory is full, your device deletes the oldest messages from a message list. Your device does not delete saved messages.

If wireless email reconciliation is turned on, and, in the message options, the **Delete On** field is set to **Mailbox & Handheld**, email messages that you delete in the email application on your computer are also deleted from your device.

## A message or attachment is truncated

Try performing the following actions:

- Wait for a short period of time. Your BlackBerry® device receives long messages and attachments in sections.
- If "More available" appears at the end of the message or attachment, click the trackwheel. Click **More** or **More All**.

## Some email message folders appear dimmed

If you cannot forward email messages from an email message folder, the check box beside the folder appears dimmed.

Try performing the following actions:

- Wait for a few seconds. The email message folders might become available after a short period of time.
- Turn off wireless email reconciliation, and then turn it on again.

## Email message filters are not working correctly

Try performing the following actions:

- Verify that your email message filters are turned on.
- Verify that your email message filters appear in the order that you want your BlackBerry® device to apply them to email messages.

## I cannot use a shortcut to view one type of message in a message list

If you switch BlackBerry® devices and you restore device data from your previous device to your current device, the message list shortcuts for your previous device replace the message list shortcuts for your current device.

To view the shortcuts for viewing one type of message in a message list, view your list of saved searches.

### I cannot send SMS text messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
- Verify that your wireless service plan includes this service.
- Verify that fixed dialing is turned off.

### I am not receiving SMS text messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- Verify that your wireless service plan includes this service.
- Verify that your SIM card has enough available memory to store received SMS text messages.

### I cannot turn on cell broadcasting

Your SIM card might not support the display languages that you have selected for cell broadcast messages.

Clear the check box beside all languages that your SIM card does not support.

### I cannot attach a file to an MMS message

Try performing the following actions:

- Verify that the file is a .vcf (vCard®) file, an .ics (iCalendar) file, or a media file (for example, a .jpg, .gif, or .midi file).
- Verify that the file size does not exceed 300 KB.
- Verify that the file is not copyright protected.
- If MMS templates are available for your BlackBerry® device, use a blank template to compose your MMS message.

## Attachment troubleshooting

### A skipped content bar appears in a document

More attachment content is available for you to download to your BlackBerry® device.

To download the content, click the skipped content bar. Click **More**.

### A question mark appears on a slide

A question mark appears on a slide if your BlackBerry® device has not downloaded the slide.

To view the slide, highlight the slide. Click the trackwheel. Click **Retrieve**.

# Synchronization troubleshooting

## Some characters in calendar entries do not appear correctly after synchronization

If you schedule appointments or meetings on your BlackBerry® device that contain special characters or accents, your computer might not support these characters.

On your computer, verify that you are using the correct default code page and that the correct font support is installed on your computer. See the documentation for the operating system on your computer for more information.

## Email messages are not reconciling over the wireless network

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that wireless email reconciliation is turned on.
- Reconcile email messages manually. In a message list, click the trackwheel. Click **Reconcile Now**.

## I am not receiving email messages from personal folders on my computer

If your BlackBerry® device is associated with a Microsoft® Outlook® email account, you must use the synchronization tool of the BlackBerry Desktop Manager to reconcile email messages in personal folders. See the *BlackBerry Desktop Software Online Help* for more information.

## Email messages are not being deleted over the wireless network

Try performing the following actions:

- If you delete multiple email messages on your BlackBerry® device, highlight the email messages and press the **Backspace/ Delete** key. If you delete multiple email messages using the Delete Prior menu item, the email messages are not deleted during wireless email reconciliation.
- In the email reconciliation options, verify that the **Delete On** field is set to **Mailbox & Handheld**.

## Organizer data is not synchronizing over the wireless network

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that wireless data synchronization is turned on in the address book, calendar, task list, and memo list.

## Browser troubleshooting

### No browser is available on my device

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- Verify that your wireless service plan includes this service.

### I cannot set up automatic synchronization for bookmarks

When you add a bookmark, you can only set the Auto Synchronize and Start Time fields if content protection is turned off.

## Media troubleshooting

### I cannot sort pictures on my device

Your BlackBerry® device sorts pictures in descending order by date. You cannot change this sort order.

## Map troubleshooting

### I cannot view a location

Verify that no punctuation marks appear in the location information.

### Diagonal lines appear on a map

Diagonal lines appear on a map when your BlackBerry® device loads new location information.

### I cannot forward directions

Verify that you are viewing directions in Directions mode or that you have highlighted a route in Locations mode.

## Contact troubleshooting

### I cannot find the Add Custom Phone Tune menu item

If you have already assigned a custom ring tone to a contact, the Add Custom Phone Tune menu item does not appear.

### Custom address book field data is not appearing on my computer

You can only synchronize the data in a custom address book field with a text field in the email application on your computer. For example, you cannot add a contact's birthday to a custom address book field on your BlackBerry® device and synchronize it with the email application on your computer, because the birthday field is a date field in the email application on your computer.

## Calendar troubleshooting

### I cannot schedule appointments that span multiple days

If you use IBM® Lotus Notes®, you cannot schedule appointments that span multiple days.

### I cannot set some fields when scheduling appointments

If you use IBM® Lotus Notes®, you can only change the Subject, Location, Reminder, and Notes fields and the Mark as Private check box when you change a recurring appointment or meeting.

## Alarm troubleshooting

### My alarm does not notify me on the weekend

In the alarm, verify that the **Active on Weekends** field is set to **Yes**.

## Bluetooth technology troubleshooting

### I cannot type a passkey on a Bluetooth enabled device

If the Bluetooth® enabled device that you are pairing with has no screen where you can type a passkey, the passkey might already be defined.

On your BlackBerry® device, in the **Enter passkey for <device name>** field, try typing **0000**.

### My list of paired Bluetooth enabled devices does not appear

Try performing the following actions:

- Verify that Bluetooth® technology is turned on.
- Verify that you have added Bluetooth enabled devices to the paired Bluetooth enabled devices list.

### I cannot pair with a Bluetooth enabled device

Try performing the following actions:

- Verify that your BlackBerry® device is compatible with the Bluetooth® enabled device. See the documentation that came with the Bluetooth enabled device for more information.
- Turn off encryption for Bluetooth connections between your BlackBerry device and the Bluetooth enabled device. In the device options, click **Bluetooth**. Click a Bluetooth enabled device. Click **Device Properties**. Set the **Encryption** field to **Disabled**. Click the trackwheel. Click **Save**.

### I cannot share contacts with a paired Bluetooth enabled device

Try performing the following actions:

- Verify that Bluetooth® technology is turned on.
- Verify that your BlackBerry® device is paired with the Bluetooth enabled device.
- Verify that, in the Bluetooth options, the **Address Book Transfer** field is set to **Enabled**.
- Verify that your BlackBerry device is connected to a Bluetooth enabled device that supports the Handsfree profile or the Object Push profile. See the documentation that came with the Bluetooth enabled device for more information about supported profiles.

## Notification profile troubleshooting

### My device is vibrating more times than expected

For calls, the number of times that the BlackBerry® device vibrates is not determined by the number of vibrations that you set in your notification profile. The device vibrates until the caller or the wireless network ends the connection.

### I am not receiving notification for incoming calls or messages

Try performing the following actions:

- In the profile list, verify that the Off profile is turned off.
- In a notification profile exception, verify that the **Custom Phone Tune** field is not set to **Mute**.

### I cannot set some fields when creating a Calls From notification profile exception

If you assign a custom ring tone to a contact in the address book, a Calls From profile exception appears in the profile list. Because these exceptions are for calls only, you can only set the Custom Phone Tune field.

## Display troubleshooting

### My device screen turns off

When you do not use your BlackBerry® device for a period of time, the screen turns off to conserve battery power.

To turn on the screen, roll the trackwheel or press a key.

### My display settings changed

Depending on your theme, display settings, such as your font and Home screen background, might change when you switch themes.

## Language troubleshooting

### Some characters do not appear correctly on my device

The BlackBerry® Enterprise Server or BlackBerry Internet Service that is associated with your BlackBerry device might not support the characters. For more information, contact your system administrator or your wireless service provider.

## Wireless network coverage troubleshooting

### I cannot connect to a wireless network

Try performing the following actions:

- Verify that your SIM card is inserted in your BlackBerry® device correctly.
- Verify that you have turned on the connection to the wireless network.
- Verify that you are connected to your wireless service provider's network. If you switched wireless networks manually, your device remains connected to that wireless network until you select your wireless service provider's network again.

## Security troubleshooting

### I cannot unlock my device using my smart card

Try performing the following actions:

- Verify that the correct smart card is inserted in the smart card reader.
- Verify that the smart card is inserted in the smart card reader correctly.

## Diagnostic reports

### About diagnostic reports

Diagnostic reports provide wireless configuration and connection information for your BlackBerry® device. If you cannot connect to the wireless network or access services such as email messaging, your wireless service provider or system administrator might ask you to run and submit a diagnostic report. Your wireless service provider or system administrator can use the report to help you troubleshoot the problem.

## Run a diagnostic report

1. In the device options, click **Status**.
2. Click the trackwheel.
3. Click **Diagnostic**.
4. Click the trackwheel.
5. Click **Run**.

## View a diagnostic report

1. In the device options, click **Status**.
2. Click the trackwheel.
3. Click **Diagnostic**.
4. Highlight a report.
5. Click the trackwheel.
6. Click **View Report**.

## Submit a diagnostic report

1. In the device options, click **Status**.
2. Click the trackwheel.
3. Click **Diagnostic**.
4. Highlight a report.
5. Click the trackwheel.
6. Click **Email Report** or **PIN Report**.

## Delete a diagnostic report

1. In the device options, click **Status**.
2. Click the trackwheel.
3. Click **Diagnostic**.
4. Highlight a report.
5. Click the trackwheel.
6. Click **Delete** or **Delete All**.

## Set a default recipient for diagnostic reports

If you set the default recipient, each time that you submit a diagnostic report, your BlackBerry® device sends the report to that recipient. If you want to specify a recipient each time that you submit a report, do not set the default recipient.

1. In the device options, click **Status**.
2. Click the trackwheel.
3. Click **Diagnostic**.
4. Click the trackwheel.
5. Click **Options**.
6. Type the contact information.
7. Click the trackwheel.
8. Click **Save**.

## View the version number of the BlackBerry Device Software on your device

In the device options, click **About**.

To return to the device options, press the **Escape** key twice.

## I cannot run or submit a diagnostic report

Try performing the following actions:

- Try running the diagnostic report again. In a diagnostic report, click the trackwheel. Click **Repeat All Steps**.
- If you cannot submit a diagnostic report to an email address, try submitting the report to a PIN. Likewise, if you cannot submit a diagnostic report to a PIN, try submitting the report to an email address.

# Abbreviation list

**ADN**:
Abbreviated dialing number
**APN**:
Access Point Name
**BCC**:
Blind carbon copy
**CAP lock**:
Capital letter lock
**CC**:
Carbon copy
**FDN**:
Fixed-dialing number
**FIPS**:
Federal Information Processing Standards
**GPS**:
Global Positioning System
**HTML**:
Hypertext Markup Language
**HTTP**:
Hypertext Transfer Protocol
**LED**:
Light-emitting diode
**MCC**:
Mobile Country Code
**MDS**:
Mobile Data Service
**MMS**:
Multimedia Messaging Service
**MNC**:
Mobile Network Code
**NUM lock**:
Number lock
**PGP**:
Pretty Good Privacy
**PIM**:
Personal information management
**PIN**:
Personal identification number
**SDN**:
Service dialing number
**SIM**:
Subscriber Identity Module

**S/MIME**:
Secure Multipurpose Internet Mail Extensions
**SMS**:
Short Message Service
**SMSC**:
Short Message Service Center
**SSL**:
Secure Sockets Layer
**TCP**:
Transmission Control Protocol
**TLS**:
Transport Layer Security
**Triple DES**:
Triple Data Encryption Standard
**TTY**:
Teletype
**USB**:
Universal Serial Bus
**WAP**:
Wireless Application Protocol
**WML**:
Wireless Markup Language
**WTLS**:
Wireless Transport Layer Security

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Published in Canada